|  |
| --- |
| As previously communicated, Utilization Management (UM) is one of the functions now operating in-house (formally AGP) since the start of 2024. DTR Update* When DTRs are processed by UM, Care Coordinators will receive a faxed or emailed copy of the letter sent to the member and provider(s).
	+ The fax number provided by CCs on the DTR form will the fax number UM will fax a copy of the letter to.
	+ This process replaces AGP’s practice of emailing Care Coordinators a date that Service Agreements should be ended in Bridgeview.
* The letter Care Coordinators will receive includes an “Effective Date of Action.” **Service Agreements should end 1 day prior to this date.**

Questions about DTRs? Email your Partner Relations Consultant. |