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| 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. |