



ACCESS AND UTILIZATION MANAGEMENT
845 CHURCH STREET N.
SUITE 208
CONCORD, NC 28026

Utilization Management FY-0910-UM-03

To: PBH Community of Network Providers
From: Chris Jacobson, Director of Utilization Management
Date: November 6, 2009
RE: Placement of Denial Letters in Provider Folders.

Beginning on November 23, 2009, electronic copies of the Extension Letters, Medicaid Denial Letters, Reconsideration Forms, and Reconsideration Letters PBH issues to any provider will be placed in that provider's folder located in PBH's Provider Direct system. Denial letters will be uploaded into the provider's folder on the same date the letter is issued.

These materials will also be mailed, via United States Postal Service, to the consumer and the provider(s) on the date the denial is issued.

The electronic copies of the materials will be maintained in the Provider Direct system for a period of two weeks from the date of the denial and deleted thereafter.

As always, all providers are encouraged to check their respective folders for these materials, and other important updates, on a daily basis.

If you have any questions, please contact Keisher Young, Appeals Coordinator at 704-743-2184 or Chris Jacobson at 704-743-2119.