

Table of Contents

- Verification of Benefits & Demographic Form
- Utilization Review & Insurance Terminology Glossary
- Medical Necessity Criteria
 - o ASAM
 - o Criteria by Insurance Company
 - o TACADA (For Texas Only)
 - o Parity Form
- 6 Dimensions of Successful Utilization Management
- Documentation Gathering & Storytelling
 - o As Evidenced by....
 - o Self-reporting Check-in Forms
 - Power Words & Points to Ponder
- UR Record
- General Template for Review
- Initial & Concurrent Review Step by step
- Appeals
 - o Higher Level Review & Appeals Procedure
 - o Higher Level Review Peer Review Doc to Doc Review Strategy
 - o Sample Letter for Standard Written Appeal
 - o Sample Complaint Form (TDI Sample)
- Managed Care Business Development
 - o Step by Step
 - o Profiles
 - o Report Generation Document