

**OLIVE VIEW-UCLA MEDICAL CENTER
POLICY & PROCEDURE**

NUMBER: 3108

VERSION: 2

SUBJECT/TITLE: COMMUNICATION SERVICES

POLICY: Olive View-UCLA Medical Center (OVMC) offers access to staff for members and providers seeking information about authorization of services.

PURPOSE: To provide access to staff for members and providers seeking information about the UM process and the authorization of care.

DEPARTMENTS: AMBULATORY CARE

DEFINITIONS: **Inbound Communication:** Communication received from members or providers to the organization; includes incoming fax, electronic or telephone communication, such as e-mail or voice-mail messages.

Outbound Communication: Communication set to members/providers by the organizations' staff; includes outgoing fax, electronic telephone communication, such as sending e-mail or voice-mail messages.

Normal Business Hours: Monday – Friday 8:00 a.m. – 5:00 p.m., unless otherwise specified excluding holidays.

PROCEDURE: Inbound and Outbound Communication Access to Staff:

OVMC's staff (e.g. service coordinators, medical director or designee) is available during normal business hours for inbound calls regarding authorization of service issues.

After normal business hours, On-Call physicians are available to receive inbound calls regarding urgent requests and assistance with authorization of care post-stabilization.

OVMC's staff (e.g. service coordinators or designee) make outbound communication inquiries during normal business hours.

OVMC's staff will identify themselves by name, title, and the organization name when initiating or returning calls regarding authorization of services.

DHS/OVMC maintains a toll-free number for callers regarding UM issues and

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authorization of care.

OVMC's member identification cards and member handbooks have the toll-free number for authorizations.

**REFERENCES/
AUTHORITY:**

DHS/MCS MC-UM. P#.0002 Communication Services

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