Policy and Procedure

Policy Name: UM Communication Services	Policy#: UM108	Version#: 1
Author Department: UM	Origination Date: 7/1/25	
Business Units Impacted: UM, Customer Service	Date Last Reviewed: 10/23/2025	
Products/LOBs: RAE, CHP+	Date Approved by CPT: 10/23/2025	

SCOPE: This policy applies to all staff responsible for utilization management (UM) communications with members and practitioners across all lines of business. It includes direct UM staff and any staff delegated or assigned to triage or route UM-related communication. The policy applies to normal business hours and after-hours communication, including support for individuals with communication needs.

PURPOSE: To ensure members and practitioners have timely, equitable, and accessible communication channels with UM staff.

STATEMENT OF POLICY: Colorado Access (COA or organization) provides access to staff for members and practitioners seeking information or assistance with the UM process or authorization of care. Communication services will be available as follows:

1. Staff will be available for inbound, toll-free or collect calls for at least eight (8) hours per day during normal business hours.

2. Staff will receive and respond to UM-related communications outside of business hours using designated communication methods.

3. UM staff will identify themselves by name, title, and organization when initiating or returning calls regarding UM.

4. The organization will provide Telecommunications Device for the Deaf (TDD)/Teletypewriter (TTY) services for members who need them, including access to 711 Relay Services.

5. Members will be offered free language assistance services through professional interpreters upon request.

PROCEDURES:

A. Access to UM Staff During Business Hours

- UM staff will be available for inbound calls at least eight (8) hours per business day, Monday through Friday, excluding recognized holidays.
- Calls will be received via a toll-free number published in member and provider materials.
- Member Services may receive initial calls and triage UM-related inquiries to appropriate UM personnel.

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- Staff will ensure timely, accurate, and respectful communication with members and practitioners regarding UM decisions, processes, and authorizations.

B. Communication After Business Hours

- UM-related inquiries received after normal business hours may be submitted via:
  - Voicemail on the toll-free UM line
  - Dedicated UM email inboxes
  - Fax lines for UM documentation and requests
- Communications received after business hours will be documented, reviewed, and responded to according to the following standards:
  - Received after business hours: Response will occur by the next business day.
  - Received after midnight Monday through Friday: Response will occur the same business day.
- After-hours communication options and expectations are described in provider and member-facing materials.

C. Staff Identification

- When initiating or returning calls regarding UM-related processes and procedures, staff must clearly state:
  - Their first and last name
  - Their title or role
  - The organization name
- This standard applies to all verbal communications with members or practitioners regarding UM issues.

REFERENCES:

ATTACHMENTS: None

POLICY HISTORY:

SUMMARY OF REVIEW/REVISION/APPROVAL DATES: Version 1: 07/01/2025

APPROVAL BODY: COA Core Policy Team **APPROVAL DATE:** 10/23/2025

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