

Dear Unison MedPLUS provider:

As you are aware through previous notification from Unison MedPLUS (formerly *MedPLUS+*), member benefits will change on November 1, 2005 to coincide with the changes occurring at a state level within the Medical Assistance program. As we explained in our previous notice, should a member reach his/her benefit level, an exception process to request additional services is available based on medical criteria. That process is defined below.

**Members are eligible for consideration of a Benefit Limit Exception for specific circumstances as listed on the Benefit Limit Exception Form.**

A Benefit Limit Exception Form has been created and is enclosed for use when one or more of the criteria are present to request an exception to the current benefit limit(s) that the member faces. Forms are also available at our website [www.trhp.com](http://www.trhp.com). This process can also be initiated when a provider calls our Utilization Management Department at 1-800-366-7304. Please note that this process is to be used to request an exception to benefit limits and not to request services that are not covered benefits.

In order for these forms to be processed and reviewed quickly, we would like to review key elements on the form.

- Requests may be made prior (prospective) to the service being delivered in anticipation that the Member will have exceeded his/her benefit limits.
- Requests must be specific as to service type
  - Inpatient Acute Hospitalization
  - Inpatient Hospital admission for Rehabilitation
  - Outpatient visits
    - PCP, Specialists, Podiatrist, Chiropractor, Home Health Care, Other
- Requests must include the number of visits requested along with the principle and secondary diagnosis (ICD-9)
- The reason why the exception is requested must be indicated by checking a box. A summary of the Member's medical need must be attached to the request. A summary is preferred rather than copies of medical records
- If the request is made and requires an expedited decision, a reason for the expedited review is needed
- The form must be signed by the ordering physician
- Forms that are not fully completed will be procedurally denied
- The form is to be faxed to 412-457-1338
- Please note the timeframe for Benefit Limitation Exception review by Unison is 30 days

Unison will fax an authorization number to the requesting provider if the Benefit Limit Exception request is approved. Each Benefit Limit Exception approval will have an expiration date associated with it.

We encourage you to verify the Member's benefit package as well as the number of services available before rendering treatment. However, if you rendered a service that was beyond a Member's benefit limit without prior authorization by Unison, you may dispute any resulting claims denial decision by filing a retrospective Benefit Limit Exception request through Unison's Grievance & Appeals Department. Retrospective requests should be filed within the appeals timeframe and should be accompanied by a completed and signed Benefit Limit Exception form.

**IMPORTANT:** If a member is not eligible for a benefit under his/her benefit package, he/she is not eligible for consideration for an exception related to this benefit. In instances when a member does not have access to a benefit based upon the Medical Assistance category assigned by the state, yet requires a medically necessary service, a program exception form would continue to be the route for this request. This form is also available on our website at [www.trhp.com](http://www.trhp.com).

Currently, our Provider Services Department can verify a Member's benefit package. Primary Care Physicians can also verify the benefit package on their member roster. Verification of a Member's benefit package does not guarantee payment.

We understand that this is a time of change within the Pennsylvania Medical Assistance program impacting members and providers alike. Please do not hesitate to call Unison's Provider Services Department at 800-600-9007 with your questions as we strive for a smooth transition for all our customers.

Unison MedPLUS