

Organization Determination Requests

Provider Requests

Prior authorization requests for outpatient services, outpatient medication, and planned inpatient/SNF services should be directed to the UM department using the contact information below. Be sure to fax a completed UM request form and relevant medical records/justification. UM request forms can be downloaded from www.AlterwoodAdvantage.com.

Method	Prior Authorization for Medical Care
FAX	410-801-5701
CALL	667-262-9412 or 1-866-675-3944 toll-free We are available 8 a.m. to 5 p.m. local time Monday through Friday.
WRITE	Alterwood Attn: Utilization Management P.O. Box 4175 Timonium, MD 21094

Provider questions regarding the authorization process can be directed to the UM department by calling us at the number above.

Provider Notifications

Providers should notify Alterwood's UM department at the numbers listed above of all unplanned inpatient/SNF admissions and actual inpatient admissions of previously approved authorizations as soon as possible. If Alterwood's UM department is notified of inpatient admissions after discharge, it will be considered a retrospective review request. Retrospective/post-service requests will not be considered for medical necessity review, and instead will be administratively denied for lack of authorization. Denied authorizations may be appealed.

In addition, Providers should also notify Alterwood's UM department on the anticipated and actual discharge date so Alterwood's transition team can collaborate with you, our members, other providers, and facilities to ensure transitions are as smooth as possible. Alterwood Health will place a summary of the products and services that will require a OD approximately 30 days in advance to its effective date.