

## WVFH Utilization Management and Case Management Procedures

### **PRIOR AUTHORIZATION OR PRESERVICE REVIEW**

WVFH must approve some services before you can get them (prior authorization/preservice). If you need a service that must be approved first, your PCP will call us to get that approval. For example, if you are going to need to be admitted to the hospital for care, this would need to be approved before you are admitted (except for maternity care). If you don't get this approved before your hospital stay, you may have to pay up to the full amount of the charges.

Certain drugs also need an okay from us ahead of time or their use may only be approved if medically necessary. If the drug is on our preferred list (formulary) but must be approved before we cover them – this is called preauthorization. Your doctor must call WVFH for you if a drug has to be approved. We will tell you in writing if we do not approve a drug request.

### **POSTSERVICE REVIEW**

If payment was not approved for a service that you already had, your doctor may ask WVFH to look at this afterward and change the decision. A retrospective review is a detailed look by us at your records and information to determine if the services were necessary to keep you healthy.

### **CONCURRENT REVIEW**

If you are admitted to the hospital and your doctor feels that you need to stay there longer, this must be approved by WVFH (concurrent review). A concurrent review is a detailed review while you are still in the hospital. We do this to determine if the additional in-hospital services are necessary to get you healthy.

### **CASE MANAGEMENT**

If you are injured, seriously ill or considering certain types of surgery, we may begin a collaborative process that involves case managers, you, your family or significant others, physicians and institutional providers. Case Management assesses plans, coordinates, monitors and evaluates all of the options and services required to meet your health needs, with the goal of educating you to self-manage your care.