## Notice of Insufficient Documentation Letter is aka the 10 Day PAL letter; Send Notice to Support Coordinator, if applicable Send Referral to Is info obtained w/in 10 calendar Is request complete & services CM Chisholm PAL Send Notice of Leave Is info via GC activity Continue daily authorization as Insufficient CM Chisholm PAL Submit draft denial letter to LDH Prior authorization obtained w/in Documentation "Chisholm review for clinical pending in CGX & 30 days of sending 10 day PAL letter? received in will continue days from initial PAL contact? Referral to information letter to support draft denial letter Chisholm queue in CGX outreach process medically Chisholm PA needed coordinator, for submission to necessary Liaison" enrollee, provider Humana-UM Chisholm SME Yes Yes Document denial in review, Send denial letter Does MD Is request Send to MD for complete to the enrollee, Document medically approval in CGX **End Process** assessment in CGX provider & review necessary? request? & update CM support Chisholm PAL of coordinator determination Draft approval letter & submit to provider, enrollee **End Process** & support coordinator if applicable Complete changes to letter per LDH UM SME will Has LDH approved denial etermination LDH Review Has LDH submit denial notation & approved the esubmit in LDH letter & checklist to LDH via secure letter? Chisholm SP site w/in 2 business LDH Chisholm site days

- All Chisholm Letters and Notifications must utilize specific Chisholm Notice Letters for both approvals and denials. All must also be submitted to Enrollee, Provider, and Support Coordinator (if applicable).
- For all Chisholm denials, partial denials, and partial approvals, the notices must be sent to Louisiana Department of Health (LDH) Chisholm Compliance staff for review and approval prior to being sent to the member. Not all Chisholm Class Members (CCM) will have Support Coordinators, verify via LSCIS web
- LAMCDChisholmPALiaison@humana.com & Fax2Mail # 1-833-797-0293