

NCQA TURNAROUND TIME

Level of Urgency	Determination TAT	Notification TAT	Extensions/Exceptions
Urgent Concurrent	Within 3 calendar day of the request	Electronic or written notification within 3 calendar day of receipt of request	<p>The organization may have up to 3 calendar days from receipt of request for care that has not been previously approved if there is documentation of at least 1 attempt to obtain the necessary information within 3 calendar day of the request but was unable to.</p> <p>If there is documentation of a direct verbal notification made within 3 calendar day of receipt of request, an additional 3 calendar days from the date of oral notification are allowed to provide the electronic or written notification.</p>
Standard Preservice	Within 14 calendar days of receipt of request	Electronic or written notification within 14 calendar days of receipt of request	
Urgent Preservice	Within 3 calendar days of receipt of request	Electronic or written notification within 3 calendar days of receipt of request	<p>The organization may extend the time frame by 2 calendar days due to lack of information if the request for information is made within 1 calendar day of the receipt of the request. At least 2 calendar days must be given to provide the requested information. The extension period begins on the date that the response is received (even if all information is not provided) or at the end of the time period given to provide the information if no response is received.</p> <p>If there is documentation of a direct verbal notification made within 3 calendar days of receipt of request, an additional 3 calendar days from the date of oral notification are allowed to provide the electronic or written notification.</p>
Retro (Post Service)	Within 30 calendar days of receipt of request	Electronic or written notification within 30 calendar days of receipt of request	

STATE TURNAROUND TIME

Level of Urgency	Determination TAT	Notification TAT	Extensions/Exceptions
Urgent Concurrent	Within 1 calendar day of obtaining the appropriate medical information that may be required	Within 1 business day of making the determination	
Standard	Within 2 business days of obtaining the appropriate medical information that may be required	Within 1 business day of making the determination, not to exceed 14 calendar days from request date	<p>If the determination cannot be made due to lack of necessary information, at least two attempts to obtain the information must be documented within 14 calendar days of the request. If there is no response or continued lack of necessary information, the determination is made based on the available information within 14 calendar days of the request.</p> <p>**All inpatient hospital service authorizations within 2 calendar days of obtaining appropriate medical information</p>
Urgent	Within 3 calendar days of receipt of request	Within 1 business day of making the determination, not to exceed the original 3 calendar day time frame	May extend the time frame by up to 14 additional calendar days if a need for additional information and an explanation of how the extension is in the member's best interest is justified to LDH.
Retro	Within 30 calendar days of receipt of request	Written notification within 30 calendar days from receipt of request	

Denial Letter Turnaround Time (TAT)

Level of Urgency	TAT Begins	TAT Ends	Extensions/Exceptions
Concurrent	Date of Request	2 business days from receipt of information (State) maximum 3 calendar days (NCQA)	Extended to 3 calendar days from date of oral notification if a direct oral notification (not voicemail) is made within 3 calendar day of request
Standard	Date of Determination	1 business day	May not exceed 14 calendar days from original request date
Urgent	Date of Request	3 calendar days	Extended to 3 calendar days from date of oral notification if a direct oral notification (not voicemail) is made within 3 calendar day of request
Retro	Date of Request	30 calendar days	None