



Utilization Management FAQ

Reference: [Provider Manual](#)

IntegraNet Health is delegated to provide utilization management for IntegraNet Medicare Advantage members covered by WellPoint, SCAN Health or VERDA Healthcare.

Each provider is solely responsible for and are strongly encouraged to verify authorization requirements for their services **before** rendering **COVERED Services**.

Tips

- Use www.lnetdr.com to verify eligibility and claims payor:
- For questions regarding the members' Benefits Package contact:
 - WellPoint +1 (800)-600-4441
 - SCAN at 1-855-844-7226
 - VERDA Healthcare 1-877-933-6767
- To a provider's IntegraNet network status, visit our Provider Directory at www.integranethealth.com
- The IntegraNet Health Provider Portal (www.lnetdr.com) is the preferred submission method when requesting prior authorization.
 - Benefits of Portal Use
 - Eliminates faxes
 - Confirms receipt of the authorization request
 - Provides the ability to check authorization status in real-time
 - Allows providers to
 - Upload clinical information to support medical necessity
 - Communicate with IntegraNet UM staff electronically
 - Print determination letters
 - Receive auto-generated approvals on select CPT codes
- Prior authorizations denied for lack of medical necessity will be notified by phone of the determination, and peer-to-peer with the Utilization Management Medical Director will be offered. Providers wishing to initiate peer-to-peer have 24 hours from notification of the determination to request a peer review. Peer review can be scheduled by calling (281) 447-6800.
- **Appeals for administrative denials** (i.e. failure to obtain prior authorization, inappropriate level of care, late notification, or referral to an out-of-network provider) are to be submitted to IntegraNet Health. There are three methods of submission for administrative appeals:
 - **Fax:** 832-320-7221
 - **Mail:** IntegraNet Health
 Attn: Appeals & Grievances
 2900 North Loop West, Ste. 700
 Houston, TX 77092
 - **Electronic Form:** IntegraNet Provider Portal Support/Appeal Status (www.lnetdr.com)
- Appeals for authorization requests denied for **lack medical necessity** must be submitted to the appropriate health plan for review.

WellPoint**For a Fast Appeal**

*Phone – 1-866-805-4589

*Fax – 1-888-0458-1406

For a Standard Appeal

WellPoint – Medicare
 Complaints, Appeals, & Grievances
 4361 Irwin Simpson Rd., Mailstop
 OH025-A537
 Mason, OH 45040

SCAN Health**For a Fast Appeal**

*Phone – 1-855-844-7226

*Fax – 1-562-989-0958

For a Standard Appeal

SCAN
 Attn: Grievance and Appeals
 Department
 P.O. Box 22644
 Long Beach, CA 90801-5644
 Phone – 1-855-844-7226
 Fax – 1-562-989-0958

VERDA Healthcare of Texas**For a Fast Appeal:**

*Phone – 1-888-256-5123

*Fax – 1-714-845-9839

For Standard Appeal

*Phone – 1-888-256-5123

*Fax – 1-714-845-9839

Verda Healthcare
 7755 Center Ave., Ste. 1200
 Huntington Beach, CA 92647

Utilization Management PORTAL

- ❖ Submit authorization request electronically
- ❖ Check the status of an existing request
- ❖ Download letters and approvals
- ❖ Check eligibility
- ❖ Available to Network and Non-Network providers

PORTAL REGISTRATIONRegister: www.inetdr.com

- | | | |
|---------------------|-----------------|----------------|
| ✓ Provider Name | ✓ Practice Name | ✓ Cell Number |
| ✓ First & Last Name | ✓ Email address | ✓ Phone Number |
| ✓ Title | ✓ Tax ID # | |

HOW TO SUBMIT & CHECK STATUS OF AN AUTHORIZATION REQUEST

	Methods for Requesting Prior Authorization	Turn Around Times
	Electronic Portal Submission: www.inetdr.com	Standard – up to 14 days Urgent- up to 72 hours Retro – up to 30 days
or	by Calling - (281) 447-6800, Opt. 1	NOTE: Portal submission is the preferred submission method when requesting prior authorization.

For problems with the IntegraNet Provider Portal, submit a web ticket to (not for authorization request):
<https://inetclaims.zendesk.com>

To check prior authorization requirements for Wellpoint, SCAN, & Verda, visit:
<https://www.integranethealth.com/prior-authorization-requirements>

**** This tool is NOT a guarantee of coverage ****

Utilization Management Contact Information

For Questions, Comments, etc. regarding UM, please submit a Customer Service Support Ticket to
www.inetDr.com or call (281) 447-6800.