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Purpose & Associated Policy

The purpose of this document is to outline the process used by the Optum Care Management Department for after-hours telephone communication

Definitions

- **MACC** – Medical and Commercial Communication (Answering service)
- **UM**- Utilization management
- **CM**- Case management
- **After hours**- 5:00pm to 8:00am Monday through Friday and 24 hours on weekends and holidays

Procedure:

A. If a call is received to the Care Management toll-free or local telephone numbers after hours, the caller is automatically routed to a phone tree and may choose one of three options.

Option 1 - Provider on call

Option 2 - Health Plan Members

1. Prior Authorization- Routed to UM voicemail
2. Case Management- Routed to CM voicemail

B. The path of the call based on caller's selection:

Option 1:

1. Caller will be transferred to the afterhours MACC answering service.
2. The MACC operator will then determine the nature of the call and contact the appropriate on-call provider.

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Options 2:

1. Caller is sent to the designated voicemail box.
2. Caller is informed the message will be retrieved within 72 hours of receipt by the Care Management team and worked accordingly.

B. Caller does not make a selection so options time out and member is routed to MACC

C. If the member leaves a voicemail, the Medical Management On-Call designee will retrieve voicemail messages daily. Extended weekends/holidays the messages will be retrieved on the morning of the 3rd day the office is closed and will follow-up with the caller as needed.

Attachments

- Unity voicemail Quick Reference

Resources and Sources

- N/A

Revision Tracking

Updated dates:

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