

Beacon UR Decision and Notification Time Frames

The time frames below present Beacon’s internal time frames for rendering a UM determination, and notifying members of such determination. All time frames begin at the time of Beacon’s receipt of the request. Please note: the maximum time frames may vary from those on the table below on a case-by-case basis in accordance with state, federal government or NCQA requirements that have been established for each line of business.

MEDICAID (STAR/STAR KIDS) and CHIP			
TYPE OF REQUEST	TYPE OF INFORMATION	URGENT/EXPEDITED	NON-URGENT/ STANDARD
Pre-Service	Decision Time	1 hour	24 hours
	Verbal Notification	1 hour	24 hours
	Written Notification	3 working day	3 working days
Concurrent	Decision Time	24 hours	24 hours
	Verbal Notification	24 hours	24 hours
	Written Notification	3 working days	3 working days
Post-Service	Decision Time	N/A	30 calendar days
	Verbal Notification	N/A	30 calendar days
	Written Notification	N/A	30 calendar days