

PROVIDER ALERT

Date of Alert: July 15, 2024

Provider Manual Updates- Effective 7/15/2024

Alterwood Advantage regularly updates its Provider Manual to ensure its accuracy and relevance for our network providers. Alterwood has made two recent changes to its provider manual to clarify our **UM processes and timelines**. The changes can be found in the **Organizational Determination section of the Provider Manual beginning on page 22**.

- 1. Requirements for Submitting Timely Clinical Information for Inpatient and Skilled Nursing Facility (SNF) Admissions** – Alterwood Advantage has clarified that clinical information relating to inpatient and SNF admissions must be submitted **by the afternoon**, each business day during the stay, **no later than 5pm EST**. Please notify Alterwood Advantage of the admission **as soon as possible**, but we will accept notification on the next business day if the admission occurs on a weekend. Response to requests for clinical information as soon as possible is appreciated.
- 2. Special Requirements for Skilled Nursing Facilities, Home Health Agencies and Comprehensive Outpatient Rehabilitation Facilities** – Notice of Medicare Non-Coverage (NOMNC) – Alterwood Advantage requires that a complete valid NOMNC to be returned **by noon the day after issuance**. A failure to return a NOMNC timely may result in denial of additional days.

For more information on these changes please review the Provider Manual
(www.alterwoodadvantage.com/for-providers/)

Questions can be directed to Jess Berstler, Manager, Provider Relations

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