

Northwind Health utilizes a three-level clinical review process. The first level of review involves a Registered Nurse (RN) or Medical Doctor (MD) evaluating the proposed course of treatment. If the RN or MD determines that the proposed course of treatment is medically necessary, then the case is approved and the member can proceed with the treatment. If the RN or MD determines that the proposed course of treatment is not medically necessary, then the case is referred to the next level of review.

At the second level of review, the case is evaluated by a Medical Director, who is an MD or Doctor of Osteopathic Medicine (DO). The Medical Director reviews the case and makes a final determination as to whether the proposed course of treatment is medically necessary or not. If the Medical Director approves the case, then the member can proceed with the treatment. If the Medical Director does not approve the case, then the case is referred to the third level of review.

At the third and final level of review, the case is evaluated by a Medical Review Officer, who is an MD or DO. The Medical Review Officer reviews the case and makes a final determination as to whether the proposed course of treatment is medically necessary or not. If the Medical Review Officer approves the case, then the member can proceed with the treatment. If the Medical Review Officer does not approve the case, then the member is not eligible to receive the treatment.

The Northwind Standard plan also offers several exceptions to the clinical review process. For example, certain types of medical services are exempt from clinical review and can be approved without going through the process. Additionally, certain time-sensitive services may be approved without going through the clinical review process if the member's health is in immediate danger.

It is important for members to understand the clinical review process and the exceptions that are available. Members should be aware that some medical services may require pre-authorization before they can be approved, and that the clinical review process may take some time. Additionally, members should keep in mind that the clinical review process is designed to ensure that medically necessary treatments are provided in a timely and cost-effective manner.

To help ensure that the clinical review process runs smoothly and quickly, members should provide accurate and detailed information about their medical needs when requesting treatment. This includes a complete list of their current medications, as well as all relevant medical history. Additionally, members should provide any necessary documentation that may be required, such as test results or lab reports. Finally, members should make sure that they understand the process and any exceptions that may apply.

Overall, the clinical review process is an important component of the Northwind Standard plan, and it helps to ensure that members receive high-quality, cost-effective care. The process is designed to be straightforward and efficient, and the exceptions that are available can help to ensure that members receive the care they need in a timely manner. By