



**DATE:** January 30, 2019

**TO:** All Practitioners, Members and Employees

**FROM:** Ravenswood Physician Associates

**RE:** Access to Utilization Management Staff at Resurrection Physicians Provider Group

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Please be informed that at Ravenswood Physician Associates:

1. The UM staff is available to take phone calls between 8:30am and 4:30pm;
2. Call regarding UM decisions are taken after normal business hours via a Voice Mail System, answering machine or answering service;
3. Calls regarding UM decisions are returned within one business day of receipt;
4. Collect calls will be accepted ONLY in regard to UM decisions;
5. TDD/TTY services are available to deaf, hard of hearing or speech impaired members;
6. Language assistance is available for members to discuss UM issues (during office hours);
7. All callers have access to UM staff for questions;
8. The Medical Director maintains 24 hour on-call availability for after hours UM issues. To contact the Medical Director after hours, call our main phone # to be directed to our answering service who will then page the Medical Director.

If you have any questions or concerns please contact RPA at 773-868-2000.