Please read this important notice regarding prioritization of prior authorization requests. Standard prior authorization requests are reviewed by CHCN within 5 business days; urgent requests within 72 hours. An urgent prior authorization request is necessary only when the standard amount of time to process a request could jeopardize the member’s life, health, or safety.

Effective April 18, 2016, CHCN may re-classify prior authorization requests after medical review in accordance with Article 5 of California Health and Safety Code Section 1367.01. CHCN may re-classify urgent requests as standard or routine based on review of medical criteria. CHCN will notify the requesting provider of this re-classification via fax (see attached).

Please contact CHCN Utilization Management department at 510-297-0481 if you have any questions.
April 11, 2016

Member Identification Number: [Redacted]
Reference Number: [Redacted]

Dear Provider:
The URGENT priority status authorization request submitted by you on behalf of this member has been reclassified to STANDARD/Routine. Your authorization request does not meet Urgent priority status criteria in accordance with Health and Safety Code Section 1367.01.

Urgent ( Expedited) Prior Authorization:
Is a request for medical care or services where application of the standard time frame for making routine or non-life threatening care determinations:

- Could seriously jeopardize the life, health or safety of the member or others, due to the member’s psychological state or,
- In the opinion of a practitioner with knowledge of the member’s medical or behavioral condition, following the standard time frame would subject the member to adverse health consequences without the care or treatment that is the subject of the request.

Your reclassified standard authorization request will be reviewed within 5 business days from the original receipt date. If you have questions you may contact our Utilization Management department at 510-297-0481.