

Medicare Assured

Length of Stay	Member Inpatient or Discharged	Outcome
(<3 or =3) within three 3 business days from admit day (NOTE: before 2:30pm on 3rd business day after the day of admission)	Inpatient or Discharged	Admission Reviewed
(>3) more than three 3 business days from admit day (NOTE: after 2:30pm on 3rd business day after the day of admission)	Inpatient or Discharged	Admission request not accepted. Provider to submit records to retro exception review.

Examples:

Admission Date and Time	End Date/Time for Submission of Notification & Clinical Admission Request	Gateway Final Decision Timeframe
Tuesday 5/17/16 10:00AM	Friday 5/20/16 at 2:30pm	Friday 5/20/16 at 5pm
Friday 5/20/16 10:00AM	Wednesday 5/25/16 at 2:30pm	Thursday 5/26/16 at 5pm

Definitions:

- End date and time to submit notification and clinical information for admission request – until 2:30pm on third business day after the date of admission.
- Final decision timeframe for Highmark Wholecare – until close of business on the next calendar day after the date the admission request is received.
- Admission requests made outside of the above timeframes must be submitted via retro exception review. This information can be submitted via the following:

Provider Appeals
 P.O. Box 22278
 Pittsburgh, PA 15222