



NORTH EAST MEDICAL SERVICES 東北醫療中心  
1520 STOCKTON STREET  
SAN FRANCISCO, CA 94133  
(415) 391-9686

July 25, 2007

Re: Administrative Denial of Services without Prior Authorization

Dear Providers:

Significant variations exist in the quality, safety and appropriate utilization of specialty services in health care delivery, which also affect the affordability of health care. As such, NEMS MSO has consulted with our HMO to develop a payment policy change to promote the appropriate and rational use of referred specialty services.

In an effort to facilitate the appropriate use of referred specialty services, **beginning on September 1, 2007**, the NEMS MSO Claims Department will deny all claims submitted **without the required prior authorizations** issued by our Utilization Management Department before services are rendered.

If an Advanced Outpatient Procedure is required on an urgent basis, or prior authorization cannot be obtained because it is outside of NEMS MSO's normal business hours, the service may be performed, and authorization should be requested retrospectively within two (2) business days of the service. Documentation must include an explanation as to why the procedure was required on an urgent basis and/or could not be pre-authorized during NEMS MSO's normal business hours.

To minimize physician inconvenience, enclosed with this letter please find the NEMS MSO UM Authorization Grid for your reference, which details which procedures require a prior authorization. You may also visit our website at [www.nems.org/mso](http://www.nems.org/mso) for more details regarding this policy change. If you have any questions about this letter, please contact NEMS MSO at (415) 391-9686.

Sincerely,

DaiLin Tang  
Claims Manager  
NEMS MSO

Enclosure