

MEDICUS



RESOURCE[™]
MANAGEMENT

A wholly owned subsidiary of Berkshire Health Partners



EMPLOYEE GUIDE TO THE MEDICAL REVIEW PROCESS

INTRODUCTION TO MEDICUS

Medicus Resource Management, Inc. is the medical management arm of Berkshire Health Partners. As an independent medical review organization, Medicus serves as an advocate to assure that you receive the highest quality health care in a manner that optimizes convenience and cost-effectiveness. Our professional staff of case managers are available to answer your questions, address your concerns, and guide you through procedures and health care processes Monday through Friday from 8:00 A.M. - 5:00 P.M.

PRECERTIFICATION / NOTIFICATION

Precertifications are conducted for you by experienced professionals at Medicus. The review process assists with hospital admissions, diagnostic tests/procedures, home health care including therapies, and medical equipment.

Elective Admissions

After the determination has been made that you need to be treated at a hospital, call Medicus as soon as possible regarding any hospital admission. Upon reviewing the information, Medicus will contact you within two business days to advise you of their recommendation.

Our nurse will need to know important patient information including the patient's name, date of birth, sponsor identification number, place of employment, and reason for the hospital admission. If the patient is not the employee, then Medicus will need the employee's name and sponsor identification number.

Emergency Hospital Admissions

Please go directly to the nearest hospital if you have a medical emergency situation. Upon admission to the hospital, you or your designate should call Medicus within 48 hours of the hospital admission. Our nurse will need to know important patient information including the patient's name, date of birth, sponsor identification number, place of employment, and reason for the hospital admission. If the patient is not the employee, then Medicus will need the employee's name and sponsor identification number.

Pregnancy

If you become pregnant, please call Medicus during your first trimester. Our nurse will need to know important patient information including the patient's name, date of birth, sponsor identification number, place of employment, and reason for the hospital admission. If the patient is not the employee, then Medicus will need the employee's name and sponsor identification number.

WELCOME



NOTIFICATION BY MEDICUS

Once you or your physician has notified Medicus, you will receive documentation in the mail regarding the approval of services. After admission to the hospital, the utilization review department of the hospital will be responsible for notifying Medicus with medical updates.

DESIGNATED PROCEDURE REVIEW PROCESS

Many health plan benefits require that you notify Medicus prior to designated procedures. Our nurses will need to know important patient information including the patient's name, date of birth, sponsor identification number, place of employment, and the reason for the hospital admission. If the patient is not the employee, then Medicus will need the employee's name and sponsor identification number.

Sometimes after reviewing the medical information, a second opinion may be warranted. In this case, Medicus can direct you regarding physician choice.

Medicus contacts all physicians involved in the second opinion process to obtain recommendation on your case. In the event that the physician agreed with the original opinion, you can move forward with your treatment plan. If the proposed surgery is not confirmed you can proceed with the original physician's recommendation resulting in a lower plan benefit or discuss alternative treatment options with your physician.

MEDICUS MEDLINE

Contact Medicus Monday-Friday from 8:00 A.M. through 5:00 P.M. at 610-372-8417 or 800-647-2500. Please leave a message if you reach us after hours and your call will be returned promptly the following business day.





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