Medical Record Requirements for Retrospective Review for Covered Services

The needed documentation list below will assist Banner – University Health Plans (B – UHP) staff in processing your retrospective review requests timely without the need of requesting more documentation from you during the review period.

☐ If the service you are requesting approval for, requires a prior authorization to be paid, please explain why authorization was not completed prior to the service being provided.

☐ Copy of Denial letter sent to you from B – UHP- if service denied

☐ Legal documentation of Court Ordered Evaluation along with dates of initiation and completion of the court ordered period.

☐ Certificate of Need (CON) for Psychiatric Retrospective Review

☐ Medical Records: (please do not send complete medical chart- only provide information pertinent to the requested service)
  ☐ Recent progress notes
  ☐ Recent Diagnostic Tests (imagery, labs, procedures)
  ☐ Current medication/medication history
  ☐ Current Treatment Plan
  ☐ Current therapy notes

☐ Behavioral Health Residential Facility (BHRF) that utilized Substance Abuse Block Grants can submit for retrospective review once they identify the member is now on Medicaid/BUHP.

Retrospective Reviews and supporting documentation/medical records should be directly submitted to B – UHP claims department via mail or claim resubmission: (Please mark claim as ‘resubmission’ if applicable)

Banner – University Family Care / AHCCCS Complete Care (B – UFC/ACC)
PO Box 35699
Phoenix, AZ  85069-7169
Electronic ID: 09830
Banner – University Family Care / Arizona Long Term Care (B – UFC/ALTCS)
PO Box 37279
Phoenix, AZ  85069-7169
Electronic ID: 66901

Banner – University Care Advantage (B – UCA)
PO Box 38549
Phoenix, AZ  85069-7169
Electronic ID: 09830 (UCA)

APPEALS
Banner – University Health Plans
Attn: Grievance and Appeals Department
2701 E. Elvira
Tucson, AZ  85756
Fax: 866-465-8340
Email: BUHPGrievances&Appeals@bannerhealth.com