

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.
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- 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