



Banner
University Health Plans

February 15, 2021

Dear Out of Home Facility Provider,

This letter is to notify you that Banner – University Health Plans Behavioral Health Utilization Management will begin conducting concurrent reviews for BHRF and BHIF telephonically during the month of March 2021. We realize this will be a change in how we currently conduct concurrent reviews, though we anticipate this will be a positive change. One adult reviewer and one children’s reviewer, as applicable, will be assigned to your facility so that you will have just one point of contact for utilization management at Banner – University Health Plans.

The reviewers assigned will be in touch with your facility UM staff no later than February 19, 2021 to discuss the assignment and scheduling of these concurrent reviews. If you are not able to comply with the telephonic concurrent reviews, please notify your assigned UM Reviewer.

As always, you may contact the managers as indicated below.

Adult UM Manager	Linda Davis	Linda.Davis2@bannerhealth.com	(480) 827-5833
Adult UM Associate Director	Lynda Crooms	Lynda.Crooms@bannerhealth.com	(480) 827-5962
Children’s UM Associate Director	Beth Pfile	Beth.Pfile@bannerhealth.com	(480) 827-5901

Respectfully,

Kristin Frounfelker, Sr. Director Behavioral Health
Banner – University Health Plans