



Utilization Management

FREQUENTLY ASKED QUESTIONS



What is Precertification?

Precertification is a process that ensures that the medical care you and your family receive under your benefit plan is necessary and appropriate. MedWatch reviews your doctor's request for medical care (inpatient admission and/or outpatient treatment) to make sure it's the best option and meets nationally approved medical necessity guidelines.

Why is Precertification necessary?

Precertification is a safeguard that is put in place to protect members from medical procedures that may not be medically necessary, appropriate, or approved by medical guidelines.

Do I still have the freedom to choose my own physician or hospital?

Yes. The program reviews medical decisions made by physicians to promote cost effective healthcare. However, other programs in your benefit plan may direct you to certain physicians or hospitals. Be sure to check with your benefit plan or Human Resources Department Claims Payor.

What if I'm not ready to leave the hospital by the agreed upon date?

Your treatment will continue as long as it is necessary. This program monitors the doctor's decisions and makes recommendations or alternatives when extended hospital care or procedures are not medically necessary.

Do I have to call MedWatch? When should I call?

Yes! You, a family member, physician or medical provider (hospital) must call when you know your admission or surgery date, providing at least 7 to 10 days advance notice. Call within 24-48 hours following an emergency admission. It is also best to call as soon as a physician confirms your pregnancy.

In the rare instance where our nursing staff is unavailable, your call will be answered by a confidential voice mail system. Leave your name, number and date of call. We will return your call within one business day. For after hour emergency admissions, an on-call nurse is available 24 hours a day, 7 days a week. Questions about your benefits should be directed to your Human Resources Department, or contact your Pathways Concierge if that MedWatch program is offered by your employer.

For any other questions, contact MedWatch at 1-877-432-5663 or pathwaysconcierge@urmedwatch.com