



AIG Preauthorization Policy – North Carolina

Rule 1001 Medical Practice Guidelines

Submitting Entity: AIG Claims, Inc. / Health Direct, Inc.

Effective Date: June 1, 2022

Preauthorization of inpatient treatment and outpatient surgery is conducted by Health Direct, Inc. (HDI) on behalf of AIG Claims Inc. HDi's Utilization Review Department conducts the preauthorization review and handles communication of the decision outcome to all required parties.

Procedures Requiring Preauthorization

The following procedures require preauthorization:

- All inpatient admissions to hospitals or treatment facilities
- All inpatient lengths of stay and length of stay extensions
- All inpatient surgical procedures
- All outpatient surgical procedures

Submitting Requests for Preauthorization

All requests for preauthorization should be submitted on Form 25PR, with supporting medical documentation, and faxed to HDi at 1-877-479-3830 or by mail to P.O. Box 515734, Dallas, TX 75251. The request will be acknowledged within two (2) business days of receipt, which may include a request for additional information.

Accessibility

HDI's Utilization Review Department may be contacted at 1-877-479-3829 or by facsimile at 1-877-479-3830. Staff are available from 8:00am – 8:00pm eastern time, excluding weekends and holidays. The telephone system is accessible twenty-four (24) hours per day and can accept and record messages left after hours.

Preauthorization Review Process

HDI's first level clinical staff (e.g., nurses) performs initial review of the request for compliance with medical practice guidelines. First level review staff can only approve preauthorization requests. If the request meets medical practice guidelines, the first level reviewer will render a certification decision. If the request does not meet medical practice guidelines, the first level reviewer will engage a Peer Reviewer. HDi utilizes accredited, external companies for clinical peer review services by licensed, independent medical professionals.

For requests that cannot be certified by the first level reviewer, a Peer Reviewer licensed in NC, SC, GA, TN or VA and who holds credentials in a like specialty at least equal to that of the treating provider, will review the request and make a determination. The Peer Reviewer may approve, modify (partially approve) or deny the requested treatment. The Peer Reviewer may need to discuss the request with the treating provider to obtain



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additional information before making a final determination. Failure of the treating provider to engage in discussion with the Peer Reviewer may result in denial of the requested treatment due to lack of sufficient information.

Timeframe and Notifications

A determination on the requested treatment will be made within seven (7) business days, unless additional time is granted by the requesting provider, the employee, or the employee's attorney if represented. The time extension will not exceed seven (7) additional business days. Further, there may be circumstances where the Industrial Commission may grant additional time to make a determination.

The determination on the request will be communicated by the first level reviewer to the requesting provider verbally, followed by written notification issued within two (2) business days following the determination date by facsimile or regular mail. A copy will be provided by regular mail to the employee and the employee's attorney if represented. If the preauthorization decision was a denial, the determination will include the substantive clinical justification for the denial, including the relevant clinical criteria considered and any supporting documentation referenced. If the request is denied for lack of information necessary to make a determination, it will state the additional information needed.

Appeals

The requesting provider, employee or the employee's attorney, if represented, may request an appeal by faxing a request for appeal with supporting clinical documentation to HDi at 1-877-479-3830, or by mail to P.O. Box 515734, Dallas, TX 75251.

A standard appeal is completed within thirty (30) days of initiation of the appeal request. An expedited appeal may be requested for care that could a) jeopardize the life or health of the injured worker or the ability of the injured worker to regain maximum function, or b) in the documented opinion of a physician with knowledge of the injured worker's medical condition, could subject that worker to severe pain that cannot be adequately managed without the care or treatment that is being requested. Expedited appeals are completed within seventy-two (72) hours of initiation of the appeal request.

Additionally, any party has the right to appeal a denial of a request with the Industrial Commission.

Authority for Decision Making

A UR Supervisor may be contacted at:

HDi Utilization Review
Telephone: 1-877-479-3829
Facsimile: 1-877-479-3830
P.O. Box 515734
Dallas, TX 75251

Rule 1001 Peer Reviewer Physician Profiles
North Carolina Peer Reviewer Panel
AIG / Preauthorization Agent - Health Direct, Inc.
June 1, 2022

Last Name	First Name	Credential	Specialty/Specialties	Licensure State(s)
Arsht	Stephen	MD	Orthopaedic Surgery	GA, TN
Clark	James	MD	OB/GYN	GA, TN
Fadul	Zaid	MD	Family Medicine	GA, NC
Farber	Andrew	DO	Orthopaedic Surgery	TN
Flores	Mahdy	DO	Occupational Medicine	TN
Friedman	Lawrence	MD	Internal Medicine	GA
Gart	Avrom	MD	PM&R; Pain Medicine	TN
Goldsmith	Gregory	MD	Orthopaedic Surgery	TN
Helding	Phillip	DO	Psychiatry	NC
Huffman	Donald	MD	Family Medicine	TN
Koss	Lawrence	MD	Family Medicine	NC, TN
Lafavore	Paul	MD	Anesthesiology; Pain Medicine	NC, TN
Lager	Sean	MD	Orthopaedic Surgery	GA, TN
Lee	Thomas	MD	Internal Medicine	GA, TN, VA
Mirasol	Alan	MD	Physical Medicine and Rehabilitation	TN
Morgenstein	Aaron	MD	Orthopaedic Surgery	GA, TN
Pham	Quehuong	MD	General Surgery	GA, TN
Polesky	Reese	MD	Orthopaedic Surgery	TN
Richardson	Greer	MD	Psychiatry	NC
Schroder	David	MD	Orthopaedic Surgery	VA
Shabtai	Kamran	MD	Occupational Medicine	TN
Sparks	Dorothy	MD	General Surgery	TN
Terry	Kimberly	MD	Neurological Surgery	GA, NC, SC, TN, VA
Yelderman	Mark	MD	Anesthesiology	NC, TN, VA
Zarranz	Robert	MD	Otolaryngology	GA