

16- Medical Director

As an integral part of its medical management services, HPN offers a knowledgeable Medical Director who is available 24-hours-a-day, 365-days-a-year for physician to physician communication. The HPN Medical Director may be reached through Southwest Medical Associates' PBX operator at **(702) 877-8600**. The operator will respond to contracted provider's requests to speak with the HPN Medical Director.

16.1 On-Call Medical Director

The Medical Director on-call can assist you with medical and administrative information and decisions related to emergency situations, hospital and sub-acute care admissions, emergency patient transfers and information on specialty consultations in unusual situations.

The Medical Director on-call is not meant to substitute for HPN's operations personnel who are available to address most routine activities, but is available for decisions requiring a physician's knowledge or oversight as needed.

All Medical Directors are licensed in the appropriate state, experienced and trained in utilization management and consult with Physician/Peer Reviewers as needed. Only a licensed physician can make UM denial decisions based on medical necessity. Additionally, a Medical Director oversees the appeals and grievance processes. If the Medical Director is unable to make a determination he/she will utilize a physician Specialist to review the request for prior authorization or appeal.

