



Frequently Asked Questions (FAQ)

Continued Stay Review

When should I submit a Continued Stay Review?

- Submit a **CSR before the initial authorization expires** to avoid disruptions in patient care.
- If an inpatient stay **exceeds the original approval period**, a CSR is required.

How do I know if my Continued Stay Review was approved?

- Providers will receive an **email notification** when a decision is made.
- You can also check the status in the **Utilization Management (UM) panel** in the **Provider Portal**.

What happens if a Continued Stay Review is denied?

- You can **submit a reconsideration request (1st Level Appeal)** through the Provider Portal.
- If the reconsideration is denied, a **Peer-to-Peer Review (P2P)** can be requested within **30 days** of the determination letter.

What documentation is required for a Continued Stay Review?

- **Physician orders**
- **Clinical progress notes** supporting the need for an extended stay
- **Medication administration records**
- **Diagnostic test results** (if applicable)
- **Discharge planning notes**

How long does it take to process a Continued Stay Review?

Standard processing time is **1-3 business days**, depending on the urgency and completeness of the request.

Can I request a Continued Stay Review for a patient who has already been discharged?

Yes, but it will be processed as a **Retrospective Review**, requiring documentation to justify the extended stay.