

**MEDICAL ASSOCIATES HEALTH PLANS  
HEALTH CARE SERVICES POLICY AND PROCEDURE MANUAL  
POLICY NUMBER: PP 71**

**POLICY TITLE:** CHIEF MEDICAL OFFICER ABSENCE

**POLICY STATEMENT:** When the Medical Associates Health Plans' Chief Medical Officer (CMO) is unavailable, the following procedure will be implemented.

**PROCEDURE:**

1. If the Chief Medical Officer is unavailable (out-of-town or is not able to be reached by phone), any questions such as but not limited to denials, out-of-plan requests that exceed the Health Care Service guidelines, etc., will be taken to the Director of Health Care Services. If the Director of Health Care Services feels the matter warrants review by a physician, the Case Manager will be directed to take the request to the Associate Medical Director and/or physician designee for his/her review.
2. After the case is reviewed and it results in a denial, denial letters are sent. The Case Managers will sign the letter, if for some reason the letter should come from the CMO, sign the CMO/reviewers name and initial them. The designated physician reviewer will review and initial the letters for the chronological file.
3. The Chief Medical Officer will be informed about any denials upon his/her return.

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Judy Riniker, R.N.  
Manager of Health Care Services/Quality Improvement

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Date

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Mary Leary, R.N.  
Director of Health Care Services/Quality Improvement

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Date

Original:	07/96	Revised:	05/00	Revised:	03/05	Revised:	02/10
Revised:	09/96	Revised:	05/01	Revised:	03/06	Reviewed:	02/11
Reviewed:	05/98	Revised:	03/02	Reviewed:	03/07	Revised:	01/12
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Revised:	02/00	Reviewed:	03/04	Revised:	03/09		