

**Western Highlands Network  
Communication Bulletin #41  
June 12, 2006**

**14-Day Limit on Pended Service Authorization Requests**

Beginning July 1, 2006, Service Authorization Requests (SARs) will be pended for provider response for no more than 14 days. This means if there is no response from the provider within 14 days after a SAR has been pended, that SAR will be denied.

When Western Highlands “pends” a SAR there will always be an explanation about the needed correction, missing information, or other problem. This policy requires that the provider must respond to the pend within 14 days. If there is no response, after 14 days WH will deny the SAR via the usual Letter of Notification, and a new SAR must be submitted for the service(s) in question.

Currently there are several thousand SARs in pended status, awaiting response from a provider, some of which are over a year old. Setting a clear limit on pended SARs will reduce the current confusion, uncertainty, and accounting problems caused by SARs that remain in “pended” status for long periods of time awaiting a provider response.

Beginning July 1, 2006, providers should begin to receive Letters of Notification indicating that a SAR has been denied because 14 days have passed without a response from the provider regarding the pended SAR. Some providers will receive a substantial number of Letters of Notification as we work through the large backlog of pended SARs.