



STATE OF MAINE

Bureau of Insurance
34 State House Station
Augusta, ME 04333-0034

Contact: Violet Hyatt
Public Health Nurse Consultant
Consumer Health Care Division
(207) 624-8459

MEDICAL UTILIZATION REVIEW (MUR)
License Application

Form with fields: 1. Name of applicant company, 2. Federal ID#, 3. Principal address, 4. Mailing address, 5. Address where records are kept, 6. Regulatory or Compliance Contact Person/Title, 7. Direct phone, Fax, E-Mail, 8. Type of organization (Individual, Limited Liability Company, Corporation, Partnership, Other).

Note: It is the responsibility of the MUR entity to notify the Bureau of Insurance within 30 days of any changes in the information provided with this application.

If the applicant receives or collects charges, contributions or premiums, or adjusts or settles claims on residents of this state, the applicant must apply for a Third Party Administrator license pursuant to the requirements of Title 24-A M.R.S.A. §1901 et. seq.

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By submitting this application, the applicant hereby certifies that all applicable state and federal laws to protect the confidentiality of medical information will be followed, and the applicant has read and will comply with the utilization review standards set forth in Title 24-A M.R.S.A. §2847, Chapter 34, Chapter 56-A and Bureau of Insurance Rule Chapter 850.

Date:

Signature of Authorized Person

Type or Print Name

Title

SEE NEXT PAGE FOR A LIST OF MATERIALS TO BE SUBMITTED WITH APPLICATION

## Materials to be Submitted with Initial Application or Annual Renewal Application

*Mark all materials as numbered exhibits*

1. A \$400 check made out to Treasurer, State of Maine for the nonrefundable initial application fee.

Annually thereafter: A \$100.00 check made out to Treasurer, State of Maine for the annual nonrefundable renewal licensure fee. PLEASE INCLUDE A COVER LETTER HIGHLIGHTING ANY CHANGES MADE SINCE LAST YEAR FILING.

Maine's Utilization Review licenses are continuous, meaning the license renews annually every April 1st. Renewal notices go out prior to April 1st asking if the UR wishes to renew its license in Maine for the coming year. The UR must return this notice with a check for \$100 and a certification reporting any changes since the effective date of the entity's current license and/or the prior year's filing to continue its license for another year. We also request that the UR submit a copy of its most recent application for the completeness of our records. If the UR wishes to terminate their Maine license, just return the notice and request termination.

2. A list of all states in which applicant is licensed to perform similar services, including current license numbers.
3. A list of all principal proprietors, partners, directors, officers and administrators. "Directors" refers to board of directors, executive committee or other governing board as applicable.
4. Provide number of applicant's employees in Maine and estimated number of employees nationally. If operations are conducted at more than one location in Maine, list locations and activities separately and give number of employees at each location.

For annual renewal applications, please provide redlined versions of all document changes submitted for questions 5-10.

5. A detailed description of the medical utilization review processes in place for each medical utilization review program offered by the applicant, including but not limited to:
  - A. Second opinion programs.
  - B. Hospital pre-admissions certification.
  - C. Pre-inpatient service eligibility determination.
  - D. Concurrent hospital review to determine appropriate length of stay.
  - E. Notification of covered persons and providers of utilization review decisions.
  - F. Other (explain).

Each of the above descriptions must include:

- A. The steps followed by the applicant's personnel in the performance of each type of review program.
  - B. The categories of health care personnel that perform medical utilization review for the applicant, and whether those persons are licensed in this State or any other state.
  - C. The qualifications and training received by personnel who are skilled lay persons performing medical utilization review for the applicant.
  - D. The data systems in place to support utilization review program activities and used to generate management reports to monitor and manage health care services.
  - E. The toll free number or collect call phone line for access to review staff and how the line or lines are staffed to provide callers with adequate access to review staff.
6. A description of the processes used by the applicant to address beneficiary and provider requests for reconsideration, standard appeals, expedited appeals, and second level grievance reviews. The processes must be consistent with the requirements of Bureau of Insurance Rule Chapter 850.
  7. A copy of all materials to be used by the applicant to inform beneficiaries of the requirements of the utilization review plans and the rights and responsibilities of the beneficiaries under the plan.
  8. Copies of any policies and procedures the MUR entity has in place for use with their medical utilization review criteria.
  9. A statement of whether the MUR entity has developed its own medical utilization review criteria, or whether it has contracted with any other entity to provide the MUR entity with review criteria. If the MUR contracts with another entity for criteria, a copy of the contract or license agreement, including the contract or agreement expiration date must be provided.

**Note:** *At any time before or after initial MUR licensing or license renewal, MURs must furnish all medical utilization review criteria to the Bureau of Insurance or the Maine Department of Human Services upon demand.*

10. A description of the applicant's process for preserving the confidentiality of medical information used in the utilization review process.
11. If the company wants any information deemed Confidential, they must follow the Bureau's Confidentiality protocol located on our website at:

<https://www.maine.gov/pfr/insurance/licensees/confidential-treatment>

Updated 7.14.21