

Sec. 38a-591-4. Recordkeeping

With respect to all utilization reviews, urgent care or expedited utilization reviews, grievances of adverse determinations, and expedited reviews of adverse determinations, each utilization review company shall maintain an audit trail, through a written control log or computer report, clearly evidencing:

- (1) the date that a request or grievance was received;
- (2) the dates and reasons for any subsequent requests for additional information required to complete any such review or grievance;
- (3) the dates of the receipt of the additional information; and
- (4) the date of notification to the provider of record or the covered person or the covered person's authorized representative.

(Effective September 4, 2012)