

Memo

To: Health Excel IPA Network
From: Cheryl Souza, RN – VP of Clinical Affairs
cc: Tom Sounhein – CEO
Dr. Greg Lewis – Medical Director
Camille Arredondo, LVN – Nurse Case Manager
Date: 9/25/2026
Re: Utilization Management

Health Excel Provider Network,

To better serve our members, we wanted to update you with the following information regarding referral changes that will take effect 10/1/2026.

CPT Code Preference

- Attached is a list of common specialties with IPA-approved CPT codes.
 - o To bill for a higher code than listed, submit progress notes with claim form to show time spent with member to justify the billing code and it will be paid at that level.

General Reminders

- **Routine/Urgent Requests**
 - o Routine and Urgent requests will be available to submit on our new portal, QuickCap, come 10/1/26. Providers will no longer need to call to request an urgent authorization. As a reminder, **Urgent referrals** are for situations where applying standard decision time-frames could seriously jeopardize the life, health, or max functionality of the patient.
 - o When submitting referrals, please ensure that progress notes are attached so that the Utilization Management team has all information needed to make a determination.
- **Turnaround times:**
 - o Depending on referral priority, we will process authorizations based on the TATs below:
 - Routine: 7 calendar days from date and time submitted
 - Urgent: 72 hrs from date and time submitted
 - Routine Medication: 72 hrs from date and time submitted
 - Expedited Medication: 24 hrs from date and time submitted

Contact Information			
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Thank You,

Health Excel Clinical Services Team