

[(10)](11) certification by the private review agent that the criteria and standards to be used in conducting utilization review are:

- (i) objective;
- (ii) clinically valid;
- (iii) compatible with established principles of health care; and
- (iv) flexible enough to allow deviations from norms when justified on a case by case basis.

15-10B-06.

(a) (1) ~~[(A) EXCEPT AS PROVIDED IN PARAGRAPH (3) OF THIS SUBSECTION,~~
 A private review agent shall:

(i) make all initial determinations on whether to authorize or certify a nonemergency course of treatment for a patient within 2 working days after receipt of the information necessary to make the determination;

(ii) make all determinations on whether to authorize or certify an extended stay in a health care facility or additional health care services within 1 working day after receipt of the information necessary to make the determination; and

(iii) promptly notify the health care provider of the determination.

(2) If within 3 calendar days after receipt of the initial request for health care services the private review agent does not have sufficient information to make a determination, the private review agent shall inform the health care provider that additional information must be provided.

(3) IF A PRIVATE REVIEW AGENT REQUIRES PRIOR AUTHORIZATION FOR AN EMERGENCY INPATIENT ADMISSION, OR AN ADMISSION FOR RESIDENTIAL CRISIS SERVICES AS DEFINED IN § 15-840 OF THIS TITLE, FOR THE TREATMENT OF A MENTAL, EMOTIONAL, OR SUBSTANCE ABUSE DISORDER, A THE PRIVATE REVIEW AGENT SHALL:

(I) MAKE ALL DETERMINATIONS ON WHETHER TO AUTHORIZE OR CERTIFY AN INPATIENT ADMISSION, OR AN ADMISSION FOR RESIDENTIAL CRISIS SERVICES AS DEFINED IN § 15-840 OF THIS TITLE, WITHIN 2 HOURS AFTER RECEIPT OF THE INFORMATION NECESSARY TO MAKE THE DETERMINATION; AND

(II) PROMPTLY NOTIFY THE HEALTH CARE PROVIDER OF THE DETERMINATION.

(b) (4) ~~[(F) EXCEPT AS PROVIDED IN PARAGRAPH (3) OF THIS SUBSECTION,~~
 If an initial determination is made by a private review agent not to authorize or certify a health care service and the health care provider believes the determination warrants an immediate reconsideration, a private review agent may provide the health care provider the opportunity to speak with the physician that rendered the