Urgent Provider Requests

If you need to submit an Urgent Provider Request, please make note of the process and requirements prior to submission:

What Qualifies as Urgent?

- Rush requests are only fulfilled for regulatory, compliance, contract and public health projects that need expedited approvals.
- The submitting Business Partner (BP) is required to attach "Urgent Provider Request" Form and Supporting Documentation proving urgency during project submission.

What Is the Process?

- When projects are marked as Urgent upon submission, Provider Network Management Communications (PNM Communications) will review whether the project qualifies as urgent. PNM Communications will approve or deny the request within 1 business day.
- If PNM Communications approves the urgent request, all approving departments will receive notification and collectively have two (2) business days to review and approve. Reviews and Approvals should be done in order by reviewing departments (Legal, Privacy, Compliance and PNM Communications).
- Urgent Provider Requests will be approved in three (3) business days, if approved as urgent.
- If BP makes any changes to material after it has been approved as urgent, approving departments cannot guarantee a three (3) business day turnaround.
- The submitting partner will be expected to attach *"Urgent Provider Request Form"* and *Supporting Documentation* proving urgency during project submission.

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- Please note the "Urgent Provider Request" Form must be filled out in its entirety in order for urgent approval request to be considered.
  Here is a link to the form: Urgent Provider Request Form
- BP must clearly label supporting documentation as follows:
  EX. [PL00XX_Title_UrgentSuppDocumentation]
- Without a completely filled out "Urgent Provider Request" Form and Supporting Documentation, PNM Communications will not approve urgent request.

Required Documents to Attach During Submission:

- Provider Communication Material
- "Urgent Provider Request" Form
- Supporting Documentation