



www.valleyhealthplan.org

PROVIDER MEMO

Date: September 8, 2023

Subject: VHP Retrospective Review Requests Allowed Within 60 Days

Dear Provider:

Effective September 1, 2023, Valley Health Plan (VHP) will allow providers to submit retrospective review requests for services rendered to patients within 60 calendar days. For example, a provider may submit a retrospective review request on August 30, 2023, if services were rendered on or after June 30, 2023.

While prior authorization requests are always preferred before the service is rendered, VHP understands there may be occasions where the service must be provided before approval can be requested. For more information regarding retrospective reviews, see the summary below.

In addition, if you have any questions or would like assistance, feel free to contact VHP Provider Relations at 408-885-2221 or providerrelations@vhp.sccgov.org.

We appreciate your attention to this matter.