

CONI overview

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CONI definition

CONI is the Consideration of New Information

After an initial level of care review, you can **call** the assigned registered nurse (RN) to request a review of additional clinical information not present at the time of the initial review or to review clinical information about a change in the member's medical condition.

A hospital case manager can use the CONI process to discuss a concurrent review case with a (RN/MD) UM clinician.

A CONI is not the same as a reconsideration. A formal reconsideration occurs after a claim is denied and is a part of the appeals process.

Benefits

- ✓ Improved utilization management efficiency by reaching the right decision early in the case review, prior to discharge
- ✓ Reduction in need to conduct peer-to-peer (P2P) calls, file appeals, and request external reviews
- ✓ Fewer delays to care and faster transition to a lower level of care, when appropriate



Additional details

- Many times, the clinical picture evolves after the initial review. A CONI is recommended, as it is more efficient than scheduling a P2P call, which is time-intensive
- Once the assigned RN has been verbally notified of the CONI request, **NEW** documentation that was NOT previously submitted must be submitted by fax or the UnitedHealthcare Provider Portal unless the RNs have direct access through the electronic medical record (EMR)
- In most cases, a CONI must be initiated while the member is still hospitalized
- A P2P should not be scheduled before or at the same time as a CONI
- After the phone notification, we'll review the newly submitted information and provide a response as soon as possible
- The CONI process may not be available in all states and/or markets due to regulatory guidelines



What is NOT a CONI?

- A CONI is not the same as a reconsideration. A formal reconsideration occurs after a claim is denied
- When nothing new has happened and all the case data is the same as before
- Re-sending information that has already been submitted
- Faxing clinical information without calling the assigned RN
- EMR access does not ensure UnitedHealthcare/Optum RNs are aware of a change in a member's status at any give time
- Adding documentation to the EMR without calling the assigned RN
- Starting a CONI does not extend the P2P time frame



CONI submission process



