



WebTPA *Clinical Services*

WebTPA's Clinical Services Team is here to help!

Utilization Management

- Utilization Management is an authorization review process that determines if a service is medically necessary and if the level of care being requested is appropriate.
- Utilization Management is used as one of several indicators to identify members who may need to be engaged in other areas of care management: complex case management or care coordination.

Complex Case Management

- Complex Case Management is care management for new complex disease processes, ongoing complex care needs, and extended hospital stays or frequent admissions to the hospital or ER.
- Examples include cancer management, transplants, high-risk pregnancy, NICU stay, and traumatic accident / injury.

Care Coordination

- We can support you through care management for chronic conditions, post-discharge follow-ups, behavioral health support, LSU First bariatric program, Comprehensive Care Clinic referrals, and medication management support.



Questions? For more information, call 855.346.LSU1.