

Pediatric Care Network Utilization Management Office Hours

PCN Utilization Management staff are available Monday through Friday, 8am to 5pm, excluding the below holidays, for inbound and outbound communication, as well as after-hours 24 hours/7 days a week for urgent or emergent authorization requests.

PCN will make initial determinations on standard services within thirty-six (36) hours, including one (1) business day, of obtaining all necessary information needed to make the determination. If a request is received outside of normal business hours, on weekends, or holidays, the determination will be made on the next business day.

For urgent requests outside of our business hours, please call PCN to ensure timely processing of your request.

Toll Free MO PCN Phone: 877-347-9367, Toll Free KS PCN Phone: 833-802-6427

Urgent requests require ordering provider verification that the member could suffer adverse health consequences without the service being completed within 24 hours.

The office will be closed during the following holidays:

- New Year's Day*
- Memorial Day
- 4th of July*
- Labor Day
- Thanksgiving Day
- The Friday following Thanksgiving Day
- Christmas Day*

**If the holiday falls on a Saturday, the office will be closed the preceding Friday.
If the holiday falls on a Sunday, the office will be closed the following Monday.*



Children's Mercy
PEDIATRIC CARE NETWORK