

# Perlman Medical Group's Utilization Management Decisions

Perlman Medical Group's Utilization Management (UM) Program is designed to monitor, evaluate, and manage the quality of healthcare services delivered to our members to ensure that services delivered are timely, medically necessary, and consistent with diagnosis and level of care.

Perlman Medical Group will not discriminate, deny, limit, or condition the coverage or furnishing against any member on the basis of any factor that is related to health status. Members are not discriminated against in the delivery of health care services consistent with the benefits covered in their policy based on race, ethnicity, national origin, religion, sex, age, medical condition (including mental and/or physical illness or disability), sexual orientation, genetic information, medical history, receipt of health care, claims history, or source of payment.

All utilization decisions are based upon appropriateness of care and services. Financial rewards or incentives shall not influence any utilization decisions. To ensure that the risks of under-utilization are considered, no rewards or incentives can be issued that will discourage appropriate care and services to members. Perlman Medical Group does not reward practitioners, providers, or employees for issuing denials of coverage or service. All denials shall be strictly based on insufficient medical appropriateness or not a covered benefit.

All medical necessity determinations shall be based on a hierarchy of criteria. The criteria consist of determinations made by the Centers for Medicare and Medicaid Services, health plan medical policy, and national evidence based guidelines (UpToDate). The criteria and guidelines used in making utilization review decisions shall be developed with involvement from actively practicing health care providers, applied in consideration of the local delivery system, consistent with accepted standards of practice, objective, and based on medical evidence.

To request UM criteria, contact UM staff by phone or fax:

Phone: (858) 886-8177

Fax: (866) 680-3587