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## **All Care Medical Group, Inc.**

### **Affirmation Statement**

- UM decision making is based only on appropriateness of care and service and existence of coverage
- IPA does not specifically reward practitioners or other individuals for issuing denials of coverage of care
- IPA does not offer financial incentives to UM decision makers that encourage decisions that result in underutilization
- Our practitioners are ensured independence and impartiality in making referral decision that will not influence hiring, compensation, termination, promotion or any other similar matters.

### **UM Communications**

Utilization Management Staff are available from 8:00 am –5:00 pm Monday through Friday to answer Member and Provider questions related to the authorization and referral processes. After-Hour nurse is available after 5:00pm Monday through Friday, Weekends and Holidays for Urgent patient issues.

### **Utilization Management**

Please call the number below for any referral or authorization questions. You may request a copy of the criteria used in the decision.

**(323) 818-5514 Direct line**

**(855) 277-2836 Toll-Free**

**Via Fax**

**(323) 818-5502**

**Via TDD/TTY**

**Call the TDD/TTY # on your Member ID card or dial 711 for Telecommunications Relay Service**

UM related calls from practitioners, ancillary service providers, facilities and members will be directed to the UM Department