



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 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.

(714) 406-1083 Direct line

(855) 277-2832 Toll-Free

Via Fax

(714) 503-0114

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