

## Utilization Management

Members and physicians have the right to request Medical Group policies and procedures and criteria used to authorize, modify or deny healthcare to members. A reviewer will be available to discuss decisions with providers and members. Utilization criteria is available to our providers, members, and the public upon request by contacting the Utilization Management Department at (661)-695-5990 or toll free at (833) 939-0853 (TTY:711)

- UM staff is available 8 hours a day during normal business hours (Monday thru Friday, 8:00 am – 5:00 pm) for inbound calls regarding UM issues.
- Utilization Management and Quality Management work plans and programs are available for review upon request.
- Collect calls regarding UM issues will be accepted by UM staff if necessary, by calling (661) 695- 5990 or call toll free at (833) 939-0853 (TTY:711)
- Providers are not prohibited from advocating on behalf of members or advising a member on medical care.

We allow open provider-member communication regarding appropriate treatment alternatives and do not penalize providers for discussing medically necessary or appropriate care for the member.