



## **Utilization Management ("UM") Information Optum Health Network of California**

### **Affirmative Statement Regarding Incentives**

Optum Health Network of California's core values of integrity and compassion dictate that we deliver the most effective care possible to every member. These values are the guiding principles behind all decisions we make when it comes to member care, including those surrounding utilization management.

Below is our Affirmative Statement regarding incentives, specifically relating to Utilization Management ("UM").

We affirm:

- UM decisions are made using nationally recognized criteria, state specific criteria, and health plan policies.
- UM decision making is based solely on the appropriateness of care and services, as well as the existence of benefit coverage.
- Optum Health Network of California does not incentivize health care professionals or other individuals for denying coverage or care, nor do we reward decisions that result in underuse of care.
- Financial incentives are not used to encourage barriers to care and services.
- Hiring, promoting, and terminating practitioners or other individuals are not based upon the likelihood or the perceived likelihood that the individual will support or tend to support the denial of benefits or services.

Optum Health Network of California contracted providers and employees are responsible for ensuring that UM decisions adhere to the guidelines outlined above.

If you have any questions, we are here to assist. Please call our Patient Support Center of Optum at 1-800-403-4160, TTY 711 for hearing impaired, and select the appropriate menu option (e.g., patient, provider or clinician, health plan). We are available 24 hours a day, 7 days a week, including weekends and holidays.

### **Obtaining UM Guidelines**

Optum Health Network of California always applies objective, evidence-based criteria and takes individual circumstances into account when determining the medical appropriateness of health care services. Providers, members, authorized representatives, and the public are welcome to call us at the telephone number provided above to request a copy of the guidelines used for UM decision-making. When we receive a request for the UM guidelines, we will send the requested information to the requestor via fax or secure e-mail.



## **Requesting a Peer-to-Peer Review for UM Denials**

It is our policy to make an appropriate Medical Director available to discuss UM denial decisions. The requesting provider may always request a peer-to-peer conversation with the Medical Director who completed the UM review. The requesting provider may call the phone number of the physician reviewer provided in your denial notification to request a peer-to-peer.

## **Second Opinions**

The UM team reviews requests for second opinions promptly, ensuring that the urgency of the member's condition at the time of the request is taken into consideration. Our decisions regarding approval or denial of out-of-network services are based on medical appropriateness and adhere to applicable health plan or regulatory guidelines.

## **UM Communication Services**

Optum Health Network of California provides access to knowledgeable resources for members and providers seeking information about the UM process and the authorization of services. We are happy to answer any questions you may have. You may reach our Patient Support Center of Optum at 1-800-403-4160, TTY 711 for hearing impaired, and select the appropriate menu option (e.g., patient, provider or clinician, health plan). We are available 24 hours a day, 7 days a week, including weekends and holidays.

Language assistance is available upon request. If you would like to obtain specific information about a pending UM request, please have the member's name and member's health plan ID available. Following authentication protocols, any of our team members can assist you.

## **Additional Information**

- Our team members can send secure outbound communications.
- When you call the Patient Support Center of Optum at the toll-free number listed above, the team members assisting you will identify themselves by first name and organization. Team members sending outbound communications will also always identify themselves.
- Out of area callers can obtain UM information by using the same toll-free number listed above.