

## Important Information about Utilization Management

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Our utilization management (UM) decisions are based on the appropriateness of care and service needed, as well as the member's coverage according to their health plan. We do not reward providers or other individuals for issuing denials of coverage, service or care. Nor, do we make decisions about hiring, promoting, or terminating these individuals based on the idea or thought that they will deny benefits. In addition, we do not offer financial incentives for UM decision makers to encourage decisions resulting in under-utilization. Anthem's medical policies are available on Anthem's website at [anthem.com](https://www.anthem.com).

You can also request a free copy of our UM criteria from our medical management department, and providers may discuss a UM denial decision with a physician reviewer by calling us at the toll-free numbers listed below.

UM criteria are also available on our website at [anthem.com](https://www.anthem.com). Select **Providers** | under the *Provider Resources* heading, select **Policies and Guidelines** | select **your state** | **View Medical Policies & UM Guidelines**.

We work with providers to answer questions about the utilization management process and the authorization of care. Here's how the process works:

- Call us toll free from 8:30 a.m. - 5 p.m. Monday through Friday (except on holidays). More hours may be available in your area. Federal Employee Program hours are 8:00 a.m. -- 7 p.m. Eastern.
- If you call after normal business hours, you can leave a private message with your contact information. Our staff will return your call on the next business day. Calls received after midnight will be returned the same business day.
- Our associates will contact you about your UM inquiries during business hours, unless otherwise agreed upon.

The following phone lines are for physicians and their staffs. Members should call the customer service number on their health plan ID card.

<b>To discuss UM Process and Authorizations</b>	<b>To Discuss Peer-to-Peer UM Denials w/Physicians</b>	<b>To Request UM Criteria</b>	<b>TTY/TDD</b>
Phone 800-832-7850 FAX - 800-763-3142  Transplant 888-574-7215  Autism 844-269-0538  FEP Phone 800-860-2156 FAX 800-732-8318 (UM) FAX 877-606-3807(ABD)	Local: 303-764-7227 Toll-free: 866-287-1654  No fax number to request Peer-to-Peers.  Adaptive Behavioral Treatment 844-269-0538  FEP Phone 800-860-2156	800-797-7758  No fax number. Providers leave message with: provider name, provider phone number, member's name, member ID, and reference number.  FEP Phone 800-860-2156 FAX 800-732-8318 (UM) FAX 877-606-3807(ABD)	711 or <b>TTY / Voice</b> 800-659-2656(TTY) / 800-659-3656(V)

For language assistance, members can simply call the Customer Service phone number on the back of their ID card and a representative will be able to assist them.

Our utilization management associates identify themselves to all callers by first name, title and our company name when making or returning calls. They can inform you about specific utilization management requirements, operational review procedures, and discuss utilization management decisions with you.

827-1220-PN-CONV

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