

## 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. Our medical policies are available on our website at [anthem.com/provider](https://www.anthem.com/provider) > Provider Resources > Policies and Guidelines > select state > View Medical Policies & UM Guidelines.

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/provider](https://www.anthem.com/provider) > Provider Resources > Policies and Guidelines > select 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. – 5:00 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.
- 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 numbers are for physicians and their staffs only. Members should call the customer service number on their health plan ID card.

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To Discuss UM Process and Authorizations	To Discuss Peer-to-Peer UM Denials w/Physicians	To Request UM Criteria	TDD/TTY
800-238-2227  Transplant: 800-255-0881  Behavioral Health: 800-228-5975 NH 800-755-0851 ME 800-934-0331 CT  Autism: 844-269-0538  FEP Phone: 800-860-2156 Fax: 800-732-8318 (UM) Fax: 877-606-3807 (ABD)	       800-437-7162  FEP 800-860-2156	       800-437-7162  FEP Phone: 800-860-2156 Fax: 800-732-8318 (UM) Fax: 877-606-3807 (ABD)	       711, Or TTY: 800-842-9710 Voice: 800-833-8134

For language assistance, members can simply call the Customer Service phone number on the back of their ID cards 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.

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