

## 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 Blue Cross and Blue Shield (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 the web. Just go to [anthem.com](https://www.anthem.com), then select the **Providers** tab at the top of the webpage > under **Provider Resources** select **Policies, Guidelines & Manuals** > select your state > scroll down and select **View Medical Policies and Clinical UM Guidelines**.

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

- Call us toll free from 8:30 a.m. to 5:00 p.m. Eastern time, Monday through Friday (except on holidays). More hours may be available in your area. Federal Employee Program hours are 8:00 a.m. to 7:00 p.m. Eastern time.
- 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 12 midnight will be returned the same business day.
- Our associates will contact you about your UM inquiries during business hours, unless otherwise agreed upon.

Our UM 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 UM requirements, operational review procedures, and discuss UM decisions with you.

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.**

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 &amp; Authorizations</b>   | <b>To discuss Peer-to-Peer UM Denials /Physicians</b>  | <b>To request UM Criteria</b>                         | <b>Business Hours</b>  |
|----------|---|--|---|--|
| Indiana  | 800-345-4348<br>877-814-4803<br><br>Transplant<br>800-824-0581<br><br>Behavioral Health<br>866-582-2293<br><br>Autism<br>844-269-0538             | 888 870 9342<br><br>Adaptive Behavioral Treatment<br>844-269-0538<br><br>National<br>800-821-1453;<br>866-776-4793                   | 877-814-4803<br><br>Behavioral Health<br>866-582-2293 | 8:30 a.m. – 5:00 p.m. ET<br>Monday through Friday (except on holidays).<br>More hours may be available in your area. |
| Kentucky | 800-568-0075<br><br>KEHP<br>844-402-5347<br><br>Transplant<br>800-824-0581<br><br>Behavioral Health<br>866-582-2293<br><br>Autism<br>844-269-0538 | 877-814-4803<br><br>Adaptive Behavioral Treatment<br>844-269-0538<br><br>National:<br>800-821-1453;<br>866-776-4793;<br>888-870-9342 | 877-814-4803<br><br>Behavioral Health<br>866-582-2293 | 8:30 a.m. – 5:00 p.m. ET<br>Monday through Friday (except on holidays).<br>More hours may be available in your area. |

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|-----------|---|--|---|--|
| Missouri  | 800-992-5498<br>866-398-1922<br><br>Transplant<br>800-824-0581<br><br>Behavioral Health<br>866-302-1015<br><br>Autism<br>844-269-0538                                 | 800-992-5498<br>866-398-1922<br><br>CDHP/Lumenos<br>866-398-1922<br><br>Adaptive Behavioral Treatment<br>844-269-0538<br><br>National<br>800-821-1453;<br>866-776-4793 | 800-992-5498<br>866-398-1922<br><br>Behavioral Health<br>866-302-1015 | 8:30 a.m. – 5:00 p.m. ET<br>Monday through Friday (except on holidays).<br>More hours may be available in your area. |
| Ohio      | 800-752-1182<br><br>Transplant<br>800-824-0581<br><br>Behavioral Health<br>866-582-2293<br><br>Autism<br>844-269-0538   | 877-814-4803<br><br>Adaptive Behavioral Treatment<br>844-269-0538<br><br>National:<br>800-821-1453;<br>866-776-4793  | 877-814-4803<br><br>Behavioral Health<br>866-582-2293                 | 8:30 a.m. – 5:00 p.m. ET<br>Monday through Friday (except on holidays).<br>More hours may be available in your area. |
| Wisconsin | 800-242-1527<br>800-472-6909<br>800-472-8909<br>866-643-7087<br><br>Transplant<br>800-824-0581<br><br>Behavioral Health<br>866-302-1015<br><br>Autism<br>844-269-0538 | 800-242-1527<br>800-472-6909<br>866-643-7087<br><br>Adaptive Behavioral Treatment<br>844-269-0538<br><br>National<br>800-821-1453<br>866-776-4793                      | 800-242-1527<br>800-472-6909<br><br>Behavioral Health<br>866-302-1015 | 8:30 a.m. – 5:00 p.m. ET<br>Monday through Friday (except on holidays).<br>More hours may be available in your area. |

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|-----|---|--|---|---------------------------|
| FEP | 800-860-2156<br>Fax: 800 732-8318 (UM)<br>Fax: 877 606-3807 (ABD) | 800-860-2156                                   | 800-860-2156<br>Fax: 800 732-8318 (UM)<br>Fax: 877 606-3807 (ABD) | 8:00 a.m. – 7:00 p.m. ET. |

### TTY Information

|           |           | TTY                               | Voice                             |
|-----------|-----------|-----------------------------------|-----------------------------------|
| Indiana   | 711<br>or | 1-800-743-3333 (V/T)              | 1-800-743-3333 (V/T)              |
| Kentucky  | 711<br>or | 1-800-648-6056<br>(T/ASCII/HCO)   | 1-800-648-6057 (V)                |
| Missouri  | 711<br>or | 1-800-735-2966<br>(TTY/ASCII)     | 1-866-735-2460 (V)                |
| Ohio      | 711<br>or | 1-800-750-0750<br>(TTY/Voice/HCO) | 1-800-750-0750<br>(TTY/Voice/HCO) |
| Wisconsin | 711<br>or | 1-800-947-3529<br>(TTY/HCO)       | 1-800-947-6644 (V)                |

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