



## **UTILIZATION MANAGEMENT SERVICES**

Dignity Health Medical Foundation (DHMF) provides utilization management services for Health Maintenance Organization (HMO) health plans contracted with Mercy Medical Group and Woodland Clinic Medical Group.

Mercy Medical Group and Woodland Clinic Medical Group utilization management services are designed to monitor, evaluate, and manage the cost and quality of health care services delivered to all patients of DHMF. Mercy Medical Group and Woodland Clinic Medical Group utilization management performs prospective, concurrent, and retrospective review of services requested by health care providers using nationally accepted criteria and informational resources to determine the appropriateness of healthcare services.

## **UTILIZATION MANAGEMENT DECISION CRITERIA**

Dignity Health Medical Foundation's Mercy Medical Group and Woodland Clinic Medical Group makes available upon request any criteria used when determining the medical appropriateness of health care services. At any time, members or the public may request free of charge a copy of the actual benefit provision, guideline, protocol or other similar criterion used to approve or deny authorization requests.

Utilization Management decision-making is based only on appropriateness of care and service and existence of coverage. One of the primary purposes of utilization review is to determine the medical necessity of services requested.

Except where any applicable law or regulation requires a different definition, "Medically Necessary" or "Medical Necessity" shall mean health care services that a physician, exercising prudent clinical judgment, would provide to a patient for the purpose of preventing, evaluating, diagnosing or treating an illness, injury, disease or its symptoms, and that are:

- In accordance with generally accepted standards of medical practice;
- Clinically appropriate, in terms of type, frequency, extent, site and duration, and considered effective for the patient's illness, injury or disease;
- Not primarily for the convenience of the patient, physician, or other health care provider, and not more costly than an alternative service or sequence of services at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or treatment of that patient's illness, injury or disease.

For these purposes, “generally accepted standards of medical practice” means standards that are based on credible scientific evidence published in peer-reviewed medical literature generally recognized by the relevant medical community, physician specialty society recommendations and the views of physicians practicing in relevant clinical areas and any other relevant factors.

## **HOW TO OBTAIN CRITERIA FOR UTILIZATION MANAGEMENT DECISIONS**

Practitioners, providers, members, or member's representatives can contact Dignity Health Medical Foundation Member Services staff Monday through Friday from 8:00 am to 3:30 pm toll free at [\(888\) 858-8307](tel:8888588307) to inquire about utilization management processes, affirmative statements, or criteria/guidelines. For assistive listening systems, Sacramento Division, call NorCal Center for Deafness at [\(916\) 349-7500](tel:9163497500); for Relay Service, Sacramento Division, call 711; for Speech to Speech, Sacramento Division, call 711 and ask for Speech to Speech.

### **For Language Access Services please use this link:**

<https://www.dignityhealth.org/sacramento/patients-and-visitors/for-patients/language-access-services>

All HMO patients in California have the ability to access their health plans for interpreting/translation services at all points of care while receiving health care services.

### **Health Plans Language Assistance Phone Numbers:**

Aetna: 866-353-9802

Anthem Blue Cross: 800-407-4627 or 888-254-2721

Blue Shield: 866-346-7198

Health Net: 800-522-0088 (Medicare Plans) or 800-839-2172 (Commercial Plans)

United Healthcare: 800-938-2300 (English/Chinese) or 800-624-8822 (Spanish)

Western Health Advantage: 888-563-2250

### **For assistance in Billing and Financial, please use this link:**

<https://www.dignityhealth.org/dhmf/patient-resources/billing>