



2019 Utilization Management Affirmative Statement concerning utilization management decisions

All associates who make utilization management decisions are required to adhere to the following principles:

- Utilization management decision making is based only on care appropriateness, and service and existence coverage.
- We do not reward practitioners or other individuals for issuing coverage or care denials. Decisions about hiring, promoting or terminating practitioners or other staff are not based on the likelihood or perceived likelihood that they support or tend to support benefit denials.
- We do not offer financial incentives to decision makers for utilization management determinations that encourage decisions resulting in underutilization or create barriers to care and service.

