



*Decisions regarding requests for medical care are based on the medical necessity of the request. There is no monetary reward for non-approval of services. Compensation for individuals who provide utilization review services does not contain incentives, direct or indirect, for these individuals to make inappropriate review decisions.*

*Utilization review criteria, based on reasonable medical evidence and acceptable medical standards of practice (i.e. Milliman Care Guidelines and/or applicable health plan guidelines) are used to make decisions pertaining to the utilization of services. Review criteria are used in conjunction with the application of professional medical judgement, which considers the needs of the individual patient and characteristics of the local delivery system.*