



INTEROFFICE MEMORANDUM

TO: PCP, SCP and Administrative Staff
FROM: Lisa Serratore, Chief Operations Officer
CC: Kathi Toliver, Mary Beltran and Leesa Johnson, IPA Administrators
DATE: March 8, 2017
RE: Affirmative Statement

AFFIRMATIVE STATEMENT

As a utilization management organization, Physicians DataTrust on behalf of Greater Tri Cities IPA, Noble AMA IPA, and St. Vincent IPA, ensures that all decisions are made based on the available medical information at the time of the request. Should a member ask to see the criteria utilized to make a medical decision; the statement below is attached to that guideline, as required by the National Committee for Quality Assurance (NCQA):

Decisions regarding requests for medical care are based on the medical necessity of the request, the appropriateness of care and service and existence of coverage. 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. MCG 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 judgment, which considers the needs of the individual patient and characteristics of the local delivery system.

This statement is also on our websites: www.gtcipa.com, www.nobleamaipa.com and www.stvincentipa.com along with other valuable information for our contracted providers and our members can be printed, if needed. Our business hours are Monday through Friday, 9:00a.m. to 5:00p.m. and the Administrative staff can be reached at (760) 941-7309 or (800) 458-2307 during business hours. Should you have a question for the Utilization Management department after hours, you may call (760) 941-7309 or (800) 458-2307 and leave a message for someone to call you back the next business day.