



Affirmation Statement

UM decision making is based only on the appropriateness of care and service and coverage

This organization does not specifically reward practitioners or other individuals for issuing denials of coverage or service care

Financial incentives for UM decision makers do not encourage decisions that result in underutilization

Utilization Management

Please contact the Member Services Department of Choice Medical Group/ Choice Physicians Network at **760.242.7777** for information related to the following:

- Choice Medical Group/ Choice Physicians Network Quality and Utilization Management Programs
- A copy of the criteria used for a referral decision

UM Communications

Utilization Management Staff are available from 8:00 am – 5:00 pm Monday through Friday to answer member and provider questions related to the authorization and referral processes

Telephone and Voice Mail by Calling:

760.242.7777

Via Fax

760.242.1848

UM related calls from practitioners, ancillary service providers, facilities and members will be directed to the UM Department