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To: PCP, SCP and Administrative Staff
From: Tammy Marovich, Administrator
Re: Affirmative Statement; Business Hours; After Hours 800#
Date: March 18, 2010

As a utilization management organization, 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. 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.

This statement is also on our website: www.stvincentipa.com along with other valuable information for our contracted providers and our members and can be printed, if needed. Our business hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. and the Administrative staff can be reached at (562) 860-8771 or (888) 255-5053 during business hours. Should you have a question for the Utilization Management department after hours, you may call (562) 860-8771 or (888) 255-5053 and leave a message for someone to call you back the next business day.