

# PHYSICIANS ALERT

## Utilization Management Annual Criteria Notification

November 12, 2021

**The following is informational only and is required to be sent annually to all providers.**

The Northwest Physicians Network (NPN)/OptumCare Network (OCN) Utilization Management Department is provided with nationally established criteria for the range of services and procedures that they examine for an appropriate use of resources. Upon request, the specific criterion used to make a decision is available for both the provider and the patient.

NPN/OCN utilization management decision making is based only on appropriateness of care and services and existence of coverage. NPN/OCN do not specifically reward practitioners or other individuals for issuing denials of coverage. There are no financial incentives for utilization management decision makers to encourage under utilization of services and procedures. All providers have the opportunity to discuss any utilization management denial decision with Dr. John Sobeck, Regional Medical Director, Medical Management/Affordability.

If you wish to participate in developing, adding to, or reviewing these established criteria policies, please contact Ashley Cobb, Director of Utilization Management, 253-627-4113, [ashley.cobb@optumpnw.com](mailto:ashley.cobb@optumpnw.com).