

Notice to Members About Health Choices

AltaMed Health Network, Inc. (AHN) does not encourage or reward individuals for limiting or denying access, coverage, or care from the patient's available healthcare services.

DECISION MAKING GUIDELINES FOR TREATMENT REQUESTS & REFERRALS

AHN utilizes evidence-based guidelines when making decisions regarding treatment requests and/or referral for services. You may ask AHN for free copies of the information used to decide about your treatment or service, or for a copy of the actual benefit provision, guidelines protocol, or criteria that we based our decision on.

AFFIRMATION STATEMENT

AHN's Utilization Management (UM) Department and UM Committee involved in the evaluation and improvement of quality care and services, agree to appropriately approve and deny services and discourage under-utilization.

AHN affirms that:

- UM decision making is based only on appropriateness of care and service and the existence of coverage.
- AHN or its contracted entities, do not specifically reward practitioners or other individuals conducting utilization review for issuing denials of coverage or service care.
- AHN or its contracted entities do not offer financial incentives to UM decision makers that encourage decisions that result in denials of care or under-utilization.
- Member healthcare is not compromised.
- Practitioners are ensured independence and impartiality in making referral decisions that will not influence:
 - Hiring
 - Compensation
 - Termination
 - Promotion
 - Any other similar matter

If you have any questions or concerns regarding the choices made for your health care, or wish to request a copy of the information, benefits, guidelines or criteria used to base the decisions for your health care, email compliance@altamedhn.com.