

## ***NHP/NHIC-Policy on Incentives for Utilization Decisions***

---

### **Abstract/Purpose:**

NHP/NHIC does not reward, in any way, practitioners or other individuals conducting utilization review for denying coverage for care or service. In addition, practitioners, Care Management staff and the supervisors of this staff receive no financial incentive to encourage decisions that result in under-utilization. NHP/NHIC monitors under-utilization as a quality improvement indicator and identifies potential barriers to member access to care and service.

---

### **I. POLICY:**

- All Network Health Plan/Network Health Insurance Corporation (NHP/NHIC) practitioners and Care Management staff involved in utilization decisions, including supervisors of care management staff and the Medical Director, make utilization decisions based solely on appropriateness of care and service, and on benefit coverage. The determination of appropriateness of care is based on written criteria founded on sound clinical evidence. Benefit coverage is based on the existence of coverage as outlined in the appropriate Coverage Booklet (Certificate of Coverage, Evidence of Coverage or It's Your Choice booklet.) The written criteria are reviewed and approved annually by actively participating practitioners. NHP/NHIC provides members or practitioners copies of specific criteria upon request.
- NHP/NHIC does not reward in any way practitioners, or other individuals conducting utilization review, for denying coverage for care or service. In addition, practitioners, Care Management staff and the supervisors of this staff receive no financial incentive to encourage decisions that result in under-utilization. NHP/NHIC monitors under-utilization as a quality improvement indicator and identifies potential barriers to member access to care and service.
- NHP/NHIC does not prohibit providers from advocating on behalf of members within the utilization management process

- All practitioners and Care Management staff, including management staff and the Medical Director, involved in utilization authorization and policy decisions are informed of this policy.

II. **PROCEDURE:**

NHP/NHIC distributes a statement describing this policy to:

- A. Practitioners via newsletter and/or email notice and practitioner orientation
- B. Providers via newsletter and/or email notice
- C. Members via the “Practitioner Directory and Member Reference Guide”
- D. Employees via newsletter and/or email notice and new employee orientation
- E. Community via Affinity Health System quarterly magazine