

Utilization of Services

Any person making decisions on utilization management is based only on appropriateness of care and services. SWHP does not offer incentives or compensation for denials. All denials are made by Medical Directors who are salaried physicians whose compensation is not based on utilization of services. SWHP is concerned that Members receive appropriate services and monitors for evidence of under utilization through the Quality Improvement Committee review of Datamedica summaries, HEDIS measures, QI Team measures and complaint data. Evidence of under utilization will be discussed with the individual physician as well as targeted Member outreach.

Discussion of any issues with criteria utilized is encouraged. Copies of the TMF criteria and/or specific determination are available by contacting the SWHP Associate Medical Director for Medical Operations and/or Health Services Director at 1-888-316-7947 or 254-298-3088.