



Utilization Review (UR) Patient's Rights and Responsibilities

UR participants have the right to:

- Know we only make decisions on medical necessity. It is not a guarantee the claim will be paid.
- Promptness from start to finish of the process.
- Information on the UR process and how things are done.
- Assistance from our customer service team and nurses.
- Confidentiality. To have their information released only to appropriate parties.
- Receive UR services without discrimination.
- Be treated with respect.
- Be able to voice complaints without fear.

UR participants have the responsibility to:

- Contact us in a timely manner to start the precert process.
- Call us back if we contact them.
- Verify benefits and eligibility with the claim payor.
- Check the PPO status of the providers they are using. If out of network, to check with their claim payor to see if their benefits will be reduced.