

January 2020

This communication is being sent via broadcast fax/email to all New West Physicians' offices, specialists, practitioners, providers, facilities and vendors rendering care to New West patients. This document is also in the New West January patient newsletter and New West website.

The New West Medical Management Committee reaffirms that:

- *All patient care decisions are based solely on the medical necessity and appropriateness of care/service as defined by the respective health plan's Evidence of Coverage, and the individual needs and circumstances of each patient are taken in to consideration.*
- *New West Physicians does NOT reward in any way practitioners or other individuals for withholding, delaying or denying care or services to patients.*
- *Financial incentives for providers and medical management staff do not encourage decisions that result in underutilization.*
- *For all referral and preauthorization determinations – physician reviewer and staff are available to discuss decisions and answer questions at 303-716-8040. A Peer to Peer review is available within 5 business days of a request.*
- *Written copies of all Medical Necessity Criteria used to make a determination are also available to the patient or responsible party, the requesting provider and the requested provider, by calling 303-716-8040.*

If you have any questions or concerns, please contact Susan Van Wyk, RN, VP of Medical Management at 303-763-4900, Ext. 10526.