

2021 affirmative statement concerning utilization management decisions

This communication applies to Medicaid under Anthem Blue Cross and Blue Shield Healthcare Solutions and Medicare Advantage under Anthem Blue Cross and Blue Shield (Anthem).

Our utilization management (UM) decisions are based on the appropriateness of care and service needed, as well as the member's coverage according to their health plan. We do not reward providers or other individuals for issuing denials of coverage, service or care. Nor, do we make decisions about hiring, promoting, or terminating these individuals based on the idea or thought that they will deny benefits. In addition, we do not offer financial incentives for UM decision makers to encourage decisions resulting in under-utilization. Anthem's medical policies are available on Anthem's website at <https://providers.anthem.com/nv> and <https://www.anthem.com/medicareprovider>.

If you have any questions about this communication:

- For Medicaid, call **844-396-2330**.
- For Medicare Advantage, call the number on the back of the member ID card.