



Attestation Regarding Utilization Review Decision-Making and Compensation

- True Health New Mexico does not provide incentives for Care Management staff based on any utilization review decisions.
- All review decisions are based upon appropriate care and benefit coverage.

Utilization Management Affirmation Statement

- Utilization management decision making is based only on appropriateness of care and service, and existence of coverage.
- There are no rewards to practitioners or other individuals for issuing denials of coverage or requested services.
- There are no financial incentives for any utilization management decision makers that encourage decisions that result in underutilization.
- Initial or continued requests for treatment or length of stay may be approved by the designated Care Management Staff, based on the clinical information provided and reviewed against explicit criteria.
- All utilization adverse determinations/denial decisions are made by Medical Directors.