

## Utilization Management – Clinical Criteria and Availability of Clinical Criteria

The Utilization Management (UM) review process uses a wide range of criteria, guidelines, and reference tools to assist in determinations of benefit coverage, behavioral health needs and medical appropriateness. Supporting clinical and benefit information, relevant to each case will be reviewed when making medical necessity coverage determinations.

All criteria are reviewed and approved at least annually. Only appropriate clinical and behavioral health practitioners with relevant experience are involved in the development, adoption and reviewing of the criteria. The criteria must comply with Medicare, local and national coverage determinations, and relevant Medicaid requirements.

### Approved Clinical Criteria for Utilization Management Decisions

- CMS criteria: National Coverage Determinations (NCDs), Local Coverage Determinations (LCDs) and Local Coverage Articles (LCAs), Medicare Benefit Policy Manuals
- State Medi-Cal Guidelines
- Health plans' Evidence of Coverage (EOC), Medical Policy or Clinical Guidelines
- National/ Specialty Guidelines, e.g.:
  - Milliman® Care Guidelines (MCG)
  - InterQual
  - National Comprehensive Cancer Network (NCCN)
  - U.S. Preventive Service Task Force (USPSTF) Recommendations Grade A, B & C
- Government Agency, Medical Society and other Authoritative Publications, e.g.:
  1. Agency for Healthcare Research and Quality (AHRQ): <http://www.ahrq.gov>
  2. Agency for Healthcare Research and Quality (AHRQ) Clinical Practice Guidelines: <http://www.ahrq.gov/clinic/cpgsix.htm>
  3. Center for Medicare and Medicaid Services (CMS): <http://www.cms.hhs.gov> – Topics – coverage – Medicare Advisory Committee (MCAC)
  4. Department of Health and Human Services: Center for Disease Control and Prevention (CDC): <http://www.cdc.gov>
  5. Food and Drug Administration (FDA): <http://www.fda.gov> (including listing on the FDA Orphan Drug Approval)
  6. Nation Library of Medicine – PUBMED: [http://www.nlm.nih.gov/bsd/pubmed\\_tutorial/m1001.html](http://www.nlm.nih.gov/bsd/pubmed_tutorial/m1001.html)
  7. The American Hospital Formulary Service Drug Information

8. The U.S. Pharmacopoeia Dispensing Information, Vol. 1

9. Physician specialty societies where publicly available.

BOARD	SPECIALTY SOCIETY	SUBSPECIALTIES
CERTIFICATIONS LISTED IF MORE THAN ONE	(+) Indicates guidelines on Website (public) (-) Indicates that there are no guidelines publicly available	
American Heart Association <a href="http://www.heart.org/">http://www.heart.org/</a>	American Heart Association	
AIM Specialty Health <a href="http://www.aimspecialtyhealth.com/">http://www.aimspecialtyhealth.com/</a>	AIM Specialty Health Specialty Benefit Management	1. Radiology 2. Cardiology 3. Oncology 4. Sleep Management 5. Specialty Drugs
Allergy & Immunology <a href="http://www.aaaai.org">www.aaaai.org</a>	American Academy of Asthma, Allergy and Immunology (+)	6. Clinical & Laboratory Immunology
Anesthesia <a href="http://www.asahq.org">www.asahq.org</a>	American Society of Anesthesiologist ASA (+)	1. Critical Care 2. Hospice and Palliative Medicine 3. Pain Medicine

		20. Sleep Medicine 21. Sports Medicine
Physical Medicine & Rehabilitation <a href="http://www.aapmr.org">www.aapmr.org</a>	American Academy of Physical Medicine & Rehabilitation (+)	1. Hospice & Palliative Medicine 2. Pain Medicine 3. Neuromuscular Medicine 4. Pediatric Physical Medicine & Rehabilitation 5. Spinal Cord Injury Medicine 6. Sports Medicine
Plastic Surgery <a href="http://www.plasticsurgery.org">www.plasticsurgery.org</a>	American Society of Plastic Surgeons ASPS (+)	1. Plastic Surgery with the Head & Neck 2. Hand Surgery
Preventive Medicine <a href="http://www.acpm.org">www.acpm.org</a>	American College of Preventive Medicine AAPM (+)	1. Medical Toxicology 2. Undersea & Hyperbaric Medicine
1. Aerospace Medicine 2. Occupational Medicine 3. Public Health & General Preventive Medicine <a href="http://www.acoem.org">www.acoem.org</a>	American College of Occupational & Environmental Medicine ACOEM (+)	

Colon & Rectal Surgery <a href="http://www.fascrs.org">www.fascrs.org</a>	American Society of Colon & Rectal Surgeon (+)	None
Dermatology <a href="http://www.aad.org">www.aad.org</a>	American Academy of Dermatology AAD (Association) (+)	1. Clinical & Laboratory Dermatology 2. Immunology 3. Dermatopathology 4. Pediatric Dermatology
Emergency Medicine <a href="http://www.acep.org">www.acep.org</a>	American College of Emergency Physicians (+)	1. Hospice and Palliative Medicine 2. Medical Toxicology 3. Pediatric Emergency Medicine 4. Sports Medicine 5. Undersea & Hyperbaric Medicine
Family Medicine <a href="http://www.aafp.org">www.aafp.org</a>	American Academy of Family Practice AAFP (+)	1. Adolescent Medicine 2. Geriatric Medicine 3. Hospice and Palliative Medicine 4. Sports Medicine
Internal Medicine <a href="http://www.acponline.org">www.acponline.org</a>	American College of Physicians ACP (+)	See accompanying chart
Medical Genetics 1. Clinical Biochemical Genetics 2. Clinical Cytogenetics 3. Clinical Genetics (M.D.) 4. Clinical Molecular Genetics 5. Ph. D Medical Genetics <a href="http://www.acmg.net">www.acmg.net</a>	American College of Medical Genetics ACMG (+)	1. Molecular Genetic Pathology
Neurological Surgery <a href="http://www.aans.org">www.aans.org</a>	American Association of Neurosurgeons AANS (+)	None
Nuclear Medicine <a href="http://www.acnucmed.com">www.acnucmed.com</a>	American College of Nuclear Medicine AANM (-)	None
Obstetrics & Gynecology <a href="http://www.acog.org">www.acog.org</a>	American College of Obstetricians & Gynecologists ACOG (-)	1. Critical Care 2. Gynecologic Oncology 3. Hospice and Palliative Medicine 4. Maternal and Fetal Medicine 5. Reproductive Endocrinology/ Infertility
Radiology <a href="http://www.acr.org">www.acr.org</a> 1. Diagnostic Radiology 2. Radiation Oncology <a href="http://www.astro.org">www.astro.org</a> 3. Radiation Physics	American College of Radiology ACR (+) NOTE: Do not confuse with American College of Rheumatology <hr/> American Society of Therapeutic Radiation and Oncology ASTRO (-)	1. Hospice & Palliative Medicine 2. Nuclear Radiology 3. Neuroradiology 4. Pediatric Radiology 5. Vascular & Interventional Radiology
Surgery <a href="http://www.facs.org">www.facs.org</a>	American College of Surgeons ACS (+) NOTE: Do not confuse with American Cancer Society	1. Hand Surgery 2. Hospice & Palliative Medicine 3. Pediatric Surgery 4. Surgical Critical Care 5. Vascular Surgery

Thoracic Surgery <a href="http://www.sts.org/">www.sts.org/</a>	Society of Thoracic Surgeons STS (+)	None
Urology <a href="http://www.auanet.org">www.auanet.org</a>	American Urological Association AUA (+)	1. Pediatric Urology
Psychiatry & Neurology  1. Psychiatry <a href="http://www.psych.org">www.psych.org</a> <a href="http://www.aacap.org">www.aacap.org</a> <a href="http://www.aan.com">www.aan.com</a> <a href="http://www.childneurologysociety.org">www.childneurologysociety.org</a> 2. Neurology 3. Child Neurology	American Psychiatric Association APA (+) <hr/> American Academy of Child & Adolescent Psychiatry AACAP (+) <hr/> American Academy of Neurology AAN (+) Child Neurology Society CNS (+)	1. Addiction Psychiatry 2. Child & Adolescent Psychiatry 3. Forensic Psychiatry 4. Geriatric Psychiatry 5. Hospice & Palliative Medicine <hr/> 1. Clinical Neurophysiology 2. Neurodevelopmental Disabilities 3. Pain Medicine 4. Psychosomatic Medicine 5. Sleep Medicine 6. Vascular Neurology

#### Subspecialty Societies

BOARD	SPECIALTY SOCIETY
	(+) Indicates guidelines on Web site (public) (-) Indicates that there are no guidelines publicly available
Adolescent Medicine <a href="http://www.adolescenthealth.org">www.adolescenthealth.org</a>	Society for Adolescent Medicine (-)
Anesthesia <a href="http://www.ampsoc.org">www.ampsoc.org</a>	American Pain Society APS (-) Guidelines may be ordered on website (Also certified through Rehab, Neurology, Psychiatry) See Internal Med Specialties for Critical Care
Cardiology <a href="http://www.acc.org">www.acc.org</a>	American College of Cardiology ACC (+)
Cardiac Electrophysiology <a href="http://www.hrsonline.org">www.hrsonline.org</a>	Heart Rhythm Society HRS—collaborative with ACC
Clinical & Laboratory Immunology <a href="http://www.clinimmoc.org">www.clinimmoc.org</a>	Clinical Immunology Society CIS (-) NOTE: Also a Peds subspecialty)
Critical Care	Society of Critical Care Medicine SCCM

<a href="http://www.sccm.org">www.sccm.org</a>	(Also represents Peds, anesthesia, surgery) (+)
Emergency Medicine/ Preventive Medicine <a href="http://www.uhms.org">www.uhms.org</a>	Undersea & Hyperbaric Medical Society UHMS (+)
Emergency Medicine <a href="http://www.acmt.net">www.acmt.net</a>	American College of Medical Toxicology (+)
Endocrinology, Diabetes & Metabolism <a href="http://www.aace.com">www.aace.com</a> <a href="http://www.endo-society.org">www.endo-society.org</a>	American Association of Clinical Endocrinology AACE (+) Endocrine Society (-)
Gastroenterology <a href="http://www.gastro.org">www.gastro.org</a> <a href="http://www.acg.gi.org">www.acg.gi.org</a>	American Gastroenterological Association AGA (+) American College of Gastroenterology ACG (-)
Geriatric Medicine <a href="http://www.americangeriatrics.org">www.americangeriatrics.org</a>	The America Geriatrics Society
Hematology <a href="http://www.hematology.org">www.hematology.org</a>	American Society of Hematology ASH (+)
Hospice & Palliative Medicine <a href="http://www.abhpm.org">www.abhpm.org</a>	American Board of Hospice and Palliative Medicine (-)
Infectious Disease <a href="http://www.idsociety.org">www.idsociety.org</a>	Infectious Disease Society of America IDSA (+)
Internal Medicine Family Medicine <a href="http://www.americangeriatrics.org">www.americangeriatrics.org</a>	America Geriatrics Society AGS (+)
Interventional Cardiology	See Cardiology ACC
Nephrology <a href="http://www.asn-online.org">www.asn-online.org</a>	American Society of Nephrology ASN (-)
Obstetrics & Gynecology <a href="http://www.asrm.org">www.asrm.org</a>	American Society for Reproductive Medicine (+) ASRM
Obstetrics & Gynecology <a href="http://www.sgo.org">www.sgo.org</a>	Society of Gynecologic Oncologist (+)
Oncology <a href="http://www.asco.org">www.asco.org</a>	American Society of Clinical Oncology ASCO (+)

Orthopedic Surgery <a href="http://www.hand-surg.org">www.hand-surg.org</a> Also a subspecialty of Plastic Surgery	American Society for Surgery of the Hand (-)
Pulmonary Disease <a href="http://www.chestnet.org">www.chestnet.org</a>	American College of Chest Physicians ACCP (+)
Psychiatry <a href="http://www.aagppa.org">www.aagppa.org</a> <a href="http://www.asam.org">www.asam.org</a>	American Association for Geriatric Psychiatry AAGP (+) American Society of Addiction Medicine ASAM (+ but not updated since 2001)
Radiology <a href="http://www.sirweb.org">www.sirweb.org</a>	Society of Interventional Radiology SIR (+)
Rheumatology <a href="http://www.rheumatology.org">www.rheumatology.org</a>	American College of Rheumatology ACR (+)  NOTE: Do not confuse with American College of Radiology
Sleep Medicine <a href="http://www.aasmnet.org">www.aasmnet.org</a>	American Academy of Sleep Medicine AASM (+)
Sports Medicine <a href="http://www.acsm.org">www.acsm.org</a>	American College of Sports Medicine ACSM (+) (Also Peds, ER subspecialty)
Transplant Hepatology <a href="http://www.aasld.org">www.aasld.org</a> <a href="http://www.a-s-t.org">www.a-s-t.org</a>	American Association for the Study of Liver Disease AASLD (+)  American Society of Transplantation AST (+)

Ophthalmology <a href="http://www.ao.org">www.ao.org</a>	American College of Ophthalmology AAO (+)	None
Orthopedic Surgery <a href="http://www.aaos.org">www.aaos.org</a>	American Academy of Orthopedic Surgeons AAOS (Association) (+)	1. Hand Surgery 2. Orthopedic Sports Medicine
Otolaryngology <a href="http://www.entnet.org">www.entnet.org</a>	American Academy of Otolaryngology-Head & Neck Surgery AAO-HNS (-)	1. Neurotology 2. Pediatric Otolaryngology 3. Plastic Surgery within the Head & Neck 4. Sleep Medicine
Pathology <a href="http://www.cap.org">www.cap.org</a>  1. Anatomy Pathology 2. Clinical Pathology 3. Anatomy & Clinical Pathology  <a href="http://www.ascp.org">www.ascp.org</a>	College of American Pathologist CAP (+) **Recommended  American Society for Clinical Pathology ASCP (-)	1. Blood Banking/Transfusion Medicine 2. Chemical Pathology 3. Cytopathology 4. Dermatopathology 5. Forensic Pathology 6. Hematology 7. Medical Microbiology 8. Molecular Genetic Pathology 9. Neuropathology 10. Pediatric Pathology

Pediatrics <a href="http://www.aap.org">www.aap.org</a>	American Academy of Pediatricians AAP (+)	<ol style="list-style-type: none"> <li>1. Adolescent Medicine</li> <li>2. Blood Banking/Transfusion Medicine</li> <li>3. Child Abuse Pediatrics</li> <li>4. Developmental-Behavioral Pediatrics</li> <li>5. Hospice &amp; Palliative Medicine</li> <li>6. Medical Toxicology</li> <li>7. Neonatal-Perinatal Medicine</li> <li>8. Neurodevelopmental Disabilities</li> <li>9. Pediatric Cardiology</li> <li>10. Pediatric Critical Care Medicine</li> <li>11. Pediatric Emergency Medicine</li> <li>12. Pediatric Endocrinology</li> <li>13. Pediatric Gastroenterology</li> <li>14. Pediatric Hematology-Oncology</li> <li>15. Pediatric Infectious Disease</li> <li>16. Pediatric Nephrology</li> <li>17. Pediatric Pulmonology</li> <li>18. Pediatric Rheumatology</li> <li>19. Pediatric Transplant Hepatology</li> </ol>
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- Clinical Criteria Utilized in BH Decision Making:
  - Level of Care Criteria

	<b>Clinical Specialty</b>	<b>Nonprofit Professional Association</b>	<b>Criteria or Guideline (Current Version)</b>
1.	Substance Use Disorder Any Age	American Society of Addiction Medicine (ASAM)	ASAM 3 <sup>rd</sup> Edition 2013
2.	Mental Health Disorders Patients 18 and Older	American Association of Community Psychiatrists	Level of Care Utilization System (LOCUS) 20 2020
3.	Mental Health Disorders Patients 6 to 17 Years of Age	American Association of Community Psychiatrists Or American Academy of Child & Adolescent Psychiatry	Child and Adolescent Level of Care Utilization System (CALOCUS) 20* Or Child and Adolescent Service Intensity Instrument (CASII)*2019
4.	Mental Health Disorders Patients 0 to 5 Years of Age	American Academy of Child and Adolescent Psychiatry	Early Childhood Service Intensity Instrument (ESCII)

- Clinical Practice Guidelines for Specific Diagnoses

	<b>Clinical Specialty</b>	<b>Nonprofit Professional Association</b>	<b>Criteria or Guidelines (Current Version)</b>
1.	Gender Dysphoria	World Professional Association for Transgender Health (WPATH)	WPATH Standards of Care Version 7 2012  Anticipated release of Version 8 in 2021

### Pain Management Guidelines:

- CDC Clinical Practice Guideline for Prescribing Opioids for Pain — United States, 2022: <https://www.cdc.gov/mmwr/volumes/71/rr/rr7103a1.htm>
- EVIDENCE-BASED NONPHARMACOLOGIC STRATEGIES FOR COMPREHENSIVE PAIN CARE: <https://www.sciencedirect.com/science/article/pii/S1550830718300223?via%3Dihub>
- Noninvasive, Nonpharmacological Treatment for Chronic Pain: <https://effectivehealthcare.ahrq.gov/products/nonpharma-treatment-pain/research-protocol>

### Availability of Clinical Criteria

Upon request, medical groups will make available all criteria, clinical review guidelines and medical review policies utilized for decision making to members and practitioners. With each determination made by the medical group, members and providers are notified in writing of the process for requesting a free copy of the criteria guideline or policy used to make the determination.

- Contact:

Medical Group	Mail	Email	Phone
Bakersfield Family Medical Group	Bakersfield Family Medical Group 4570 California Ave Bakersfield, CA 93309	<a href="mailto:custsatis@bfmc.com">custsatis@bfmc.com</a>	Customer Service: 661 327-4411 or 800 763-7732  TDD/TTY: 800 735-2929 (English) 800 855-3000 (Spanish)
Coastal Communities Physician Network	Coastal Communities Physician Network PO Box 13659 San Luis Obispo, CA 93406-3659	<a href="mailto:custsatis@bfmc.com">custsatis@bfmc.com</a>	Customer Service: 800 604-8754 or 800 763-7732  TDD/TTY: 800 735-2929 (English) 800 855-3000 (Spanish)

Health Plan Clinical Criteria link is available at medical group's website:

Bakersfield Family Medical Group <https://www.bfmc.com/for-our-members/utilization-management/>

Coastal Communities Physician Network <https://www.ccpnhpn.com/services/utilization-management/>



## Affiliated Health Plans

### Individual and Employer Group Coverage

Managed care coverage through an HMO sold through employers or directly to individuals



### Medicare Advantage Plans

Medicare managed care coverage offered by private health plans



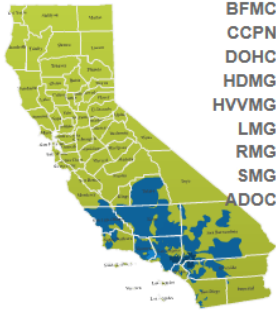
### Health Plan Clinical Policies

- Aetna
- Anthem Blue Cross
- Blue Shield
- Cigna
- Humana
- Wellcare by HealthNet
- UnitedHealthcare

MCG guideline link is publicly accessible at <https://www.heritageprovidernetwork.com/?p=clinical-guidelines>

## Affiliated Medical Groups

California



BFMC •  
CCPN •  
DOHC •  
HDMG •  
HVVMG •  
LMG •  
RMG •  
SMG •  
ADOC

## Clinical Guidelines

Heritage Provider Network and Affiliated Medical Groups (HPN) use Milliman Care Guidelines (MCG) to review authorization requests for medical necessity. MCG Guidelines are the protected intellectual property of MCG. HPN is not able to distribute them without the permission of MCG. MCG has provided a tool that allows HPN members and prospective members to view relevant MCG guidelines, however you will not be able to print them. Follow the instructions below for access to MCG Guidelines.

- Step 1: [Click here to access the MCG Guidelines](#), read the disclaimer and accept the terms and conditions.
- Step 2: Complete the User Information form.
- Step 3: Complete the verification process to continue.
- Step 4: Click on the arrow icon.
- Step 5: Click on the guidelines you wish to view.