



Department of Consumer & Business Services

Insurance Division — 2

P.O. Box 14480

Salem, Oregon 97309-0405

Phone: (503) 947-7269

Fax: (503) 378-4351

350 Winter St. NE, Rm. 440, Salem, Oregon

www.oregoninsurance.org

Utilization Review
Annual Summary

Utilization review annual summary for 2002.

Due on June 30 for previous calendar year. FOR 2003 ONLY: DUE ON JULY 31, 2003

All health benefit insurers that provide utilization review or have utilization review provided on their behalf shall file an annual summary describing all utilization review policies and utilization review monitoring activities, including delegated functions. ORS 743.807, OAR 836-053-1130

1. Company name: Clear Choice Health Plans a dba of Central Oregon Independent Health Services Filing date: 6/27/03
2. Company address: 2650 NE Courtney Dr.
City, state, ZIP: Bend OR 97701
3. Company Web site: www.clearchoicehp.com
4. Name, e-mail address, and phone number of the person completing this form:
Pamela Johnson/pjohnson@coihs.com/541 330-4960
5. Name, title, and department of manager responsible for oversight of utilization review:
Diana Hergenrader RN / Medical Management Manager

For the following information, enter the URL, or the name of the publication in which it appeared:

6. Time frame for making utilization review decisions:
Target: 2 Days Actual (average): 24 hrs
URL, or the publication title, date, and page: _____
7. Specify minimum qualifications for those who make first-level utilization-review decisions:
Nurse Reviewers / RN's, Pharmacist, Physical Therapist - 2 years experience - See attached Job Descriptions
URL, or the publication title, date, and page: _____
8. Specify minimum qualifications for those who make second-level utilization-review decisions:
Nurse RN - Case Manager and Medical Director MD
URL, or the publication title, date, and page: _____
9. Do providers participate in making utilization-review decisions?
 No Yes At which level(s)? If necessary a case may be presented to the Medical Management Committee comprised of local physicans in certain specialities
URL, or the publication title, date, and page: _____
10. Indicate the sources of clinical information the company researches for utilization-review decisions:
Milliman and Roberts
Medicare Guidelines, Community Standards of Care-Practice Guidelines
URL, or the publication title, date, and page: _____



11. List company's steps in developing utilization-review criteria:

See attached Practice Guideline Policy and Procedure / Also Resource for Determination of Coverage Guidelines

URL, or the publication title, date, and page: _____

12. What action or event causes utilization-review criteria to be revised?

Community Standards of Care/ Quality Assurance Issues/Provider Requests/Medicare criteria changes/FDA approvals/Trade Information

URL, or the publication title, date, and page: _____

13. How does the company inform enrollees about changes in utilization-review criteria?

Member handbook/website/Annual enrollment - we have never changed utilization review criteria from a member's perspective during mid contract year.

URL, or the publication title, date, and page: _____

14. How does the company inform providers about changes in utilization-review criteria?

Provider Newsletter/Provider Manual/Website/Electronic E-power (electronic authorization process that providers may access which contains updated criteria)

URL, or the publication title, date, and page: _____

15. Is there a procedure to monitoring in-house utilization-review criteria?

No Yes Specify: **RN Manager will conduct periodic Quality review of individual nurse/reviewer's decisions. Medical Director will review as necessary. Corporate Internal Audit conducts period internal audits for utilization review criteria using outside counsel as determined by the Board of Directors**

URL, or the publication title, date, and page: _____

16. Does the company delegate any utilization-review activities to outside resources?

No Yes Specify: _____

URL, or the publication title, date, and page: _____

17. Are there procedures for monitoring utilization-review activities to outside resources?

No Yes Specify: _____

URL, or the publication title, date, and page: _____