



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 2004.

Due on **June 30** for previous calendar year.

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: 6/27/2005
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:
Sydney Benefiel, sbenefiel@clearchoicehp.com, 2650 NE Courtney Dr Bend OR 97701, 541-330-8106
5. Name, title, and department of manager responsible for oversight of utilization review:
Rowena Rosenblum, Medical Affairs Manager

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

6. Time frame for making utilization review decisions:
Target: 48 hours/2 days Actual (average): 90% of decisions are rendered within 24 hours
URL, or the publication title, date, and page: Pre-Authorization Policy-Commercial.doc pg 2
7. Specify minimum qualifications for those who make first-level utilization-review decisions:
Licensed Registered Nurse, Pharmacist, or Physical Therapist
URL, or the publication title, date, and page: Job Description quest 7.doc
8. Specify minimum qualifications for those who make second-level utilization-review decisions:
Registered Nurse or MD (Medical Director or consulting physician on Medical Management Committee)
URL, or the publication title, date, and page: Job Description quest 8.doc
9. Do providers participate in making utilization-review decisions?
 No Yes At which level(s)? Most frequently at 2nd level or higher but occasionally at 1st level when the request is for non-standard care.
URL, or the publication title, date, and page: Medical Management Committee Policy
10. Indicate the sources of clinical information the company researches for utilization-review decisions:
Decisions are based upon evidence-based guidelines whenever possible.
Specific information sources are addressed in Standard Review for Medical Director Policy and Practice Guidelines Policy

URL, or the publication title, date, and page: Standard Review for Medical Director.doc
Practice Guidelines Policy.doc



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

Described in Practice Guidelines policy.

URL, or the publication title, date, and page: Practice Guidelines Policy.doc

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

Revisions to criteria are triggered by changes to benefits, regulatory guidelines, national disease or treatment guidelines, community standards of care, and/or advances or changes in technology.

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

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

Member Handbook which is updated annually.

URL, or the publication title, date, and page: MemberHandbook CC Select Large Group.doc
MemberHandbook-Small Group.doc

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

Provider Manual, webpage, newsletters, direct physician contact.

URL, or the publication title, date, and page: www.clearchoicehp.com
CCHP Provider Manual

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

No Yes Specify: Quality Improvement Activities and Internal Audit

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 delegated to outside resources?

No Yes Specify: _____

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