



Department of Consumer & Business Services

Insurance Division — 2

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Utilization Review
Annual Summary

Utilization review annual summary for 2005.

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: 6/27/06
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): Scheduled for Internal Audit during 2006
URL, or the publication title, date, and page: UR Authorizations Policy
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: UR RN Disease Case Management 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: UR RN Disease Case Management quest 7.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: UR Clinical Criteria UM Policy
UR Clinical Criteria UM Procedure
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 Clinical Criteria Policy and Procedure. The organization promotes the use of evidence based guidelines. Links are provided on the corporate website to the following: Agency for Healthcare Research and Quality; American College of Physicians ; American College of Cardiology ; American College of Radiology; American Medical Association ; Centers for Disease Control and Prevention; Cincinnati Children's Hospital - Evidence Guidelines; Cochrane Back Review Group ; NCCN - Cancer Care Information ; North American Spine Society ; The Cochrane Collaboration ; The Dartmouth Atlas of Health Care ; The Journal of the AANOS ; The National Guideline Clearinghouse ; New England Journal of Medicine.

URL, or the publication title, date, and page: <http://www.clearchoicehp.com/Index.aspx?Page=PPL>



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

See Clinical Criteria Policy and Procedure

URL, or the publication title, date, and page: **UR Clinical Criteria UM Policy**
UR Clinical Criteria UM Procedure

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 and Summary of Benefits which are updated annually.

URL, or the publication title, date, and page: **Summary of Benefits are located on website on the Member Portal**
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: _____