



Department of Consumer & Business Services

Insurance Division — 2

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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

- Company name: The Guardian Life Insurance Company of America Filing date: June 29, 2005
- Company address: 7 Hanover Square Mail Station 19-H
City, state, ZIP: New York, N.Y. 10004
- Company Web site: PHCS.com (on behalf of The Guardian Life Insurance Company of America)
- Name, e-mail address, and phone number of the person completing this form:
Sharon M. Huffman; shuffman@glic.com; (212) 598-8718
- Name, title, and department of manager responsible for oversight of utilization review:
Keith Van Geison, Executive VP, Medical Management (PHCS - for The Guardian Life Insurance Company of America)

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

- Time frame for making utilization review decisions:
Target: Please Note: Data are the same as for "2003" Actual (average): _____
URL, or the publication title, date, and page: _____
- Specify minimum qualifications for those who make first-level utilization-review decisions:

URL, or the publication title, date, and page: _____
- Specify minimum qualifications for those who make second-level utilization-review decisions:

URL, or the publication title, date, and page: _____
- Do providers participate in making utilization-review decisions?
 No Yes At which level(s)? _____
URL, or the publication title, date, and page: _____
- Indicate the sources of clinical information the company researches for utilization-review decisions:

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



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

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

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

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

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

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

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

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

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

No Yes Specify: _____

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: _____