



Department of Consumer & Business Services

Insurance Division — 2

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Utilization Review
Annual Summary

Utilization review annual summary for 2007.

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: Health Net Health Plan of Oregon, Inc. Filing date: June 20, 2008
2. Company address: 13221 SW 68th Parkway Suite 200
City, state, ZIP: Tigard, OR 97223-8328
3. Company Web site: www.healthnet.com
4. Name, e-mail address, and phone number of the person completing this form:
Megan Houston, Senior Compliance Analyst, Megan.Houston@healthnet.com, 503.213.5323
5. Name, title, and department of manager responsible for oversight of utilization review:
Renee Claborn, Vice President Health Services

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: Routine medical necessity determinations are made within 2 business days Actual (average): 2 Business Days
URL or the publication title, date, and page: UM Program Description 2007, Section 2-6, "Timeframes for Making Utilization Review Decisions"
7. Specify minimum qualifications for those who make first-level utilization-review decisions:
Licensed registered nurses (RN's), licensed physicians (MD's). See Health Net of Oregon UM Program Description 2007, Section 2-5, "Qualifications of Decision Makers"
URL or the publication title, date, and page: UM Program Description, 2007, Section 2, pg 5
8. Specify minimum qualifications for those who make second-level utilization-review decisions:
Licensed physicians (MD's), Board certified specialty physicians. See Health Net of Oregon UM Program Description 2007, Section 2-5, "Qualifications of Decision Makers"
URL or the publication title, date, and page: UM Program Description, 2007, Section 2, pg 5
9. Do providers participate in making utilization-review decisions?
 No Yes At which level(s)? See UM Program Description, 2007, 2-8, "Provider Participation"
URL or the publication title, date, and page: UM Program Description, 2007, Section 2, pg 8, "Provider Participation"
10. Indicate the sources of clinical information the company researches for utilization-review decisions:
See the Health Net UM Program Description, 2007, Section 2-11, "Development and Implementation of UM Guidelines for Determination"

URL or the publication title, date, and page:

**UM Program Description 2007, Section 2, pg 11
"Development and Implementation of UM Guidelines for
Determination"**



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

See Health Net of Oregon UM Program Description 2007, 2-11

URL or the publication title, date, and page:

**UM Program Description 2007, Section 2, pg 11,
"Development and Implementation of Guidelines"**

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

A new study or information supporting the efficacy of a particular procedure or information on community practice is reviewed by the Health Net Medical Advisory Committee (MAC) as part of the ongoing process of guideline development.

URL or the publication title, date, and page:

**UM Program Description 2007, Section 2, pg 11,
"Development and Implementation of Guidelines"**

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

See UM Program Description 2007, 2-14, "Communication Services"

URL or the publication title, date, and page:

**UM Program Description 2007, 2-14, "Communication
Services"**

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

Notification is provided by the mail, by the web, via provider newsletters and by FAX. See UM Program Description 2006, 2-14, "Communication Services"

URL or the publication title, date, and page:

**UM Program Description 2007, 2-14, "Communication
Services"**

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

No Yes Specify: **We do not have and do not use internally developed criteria for utilization review. We use nationally recognized criteria.**

URL or the publication title, date, and page:

**UM Program Description 2007, Section 2, pg. 11,
"Development and Implementation of Guidelines for
Determination"**

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

No Yes Specify: **American Specialty Health Network, Managed Health Network, Health Net
Pharmaceutical Services**

URL or the publication title, date, and page:

**Health Net of Oregon Program Description 2007, section 6,
"Delegation Oversight"**

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

No Yes Specify: **Health Net of Oregon Program Description 2006, section 6, "Delegation
Oversight"**

URL or the publication title, date, and page:

**Health Net of Oregon Program Description 2007, section 6,
"Delegation Oversight"**
