Anthem Blue Cross and Blue Shield

Utilization management decisions based on appropriateness of care, benefits

Utilization management decisions are based only on appropriateness of care and service and the member’s coverage.

Anthem Blue Cross and Blue Shield does not specifically reward practitioners or other individuals for issuing denials of coverage or care. Decisions about hiring, promoting or terminating practitioners or other staff are not based on the likelihood or perceived likelihood that they support, or tend to support, denials of benefits.

Financial incentives for utilization management decision makers do not encourage decisions that result in underutilization, or create barriers to care and service for our members.

70907MUPENMUB 02/20/2018