



September 17, 2013

**Re: Utilization Management Program Enhancements for 2014**

Dear Provider:

ChiroCare is introducing enhancements to its Utilization Management (UM) Program for 2014. This updated approach demonstrates ChiroCare's commitment to supporting the providers in our network and meeting the needs of our health plans, while providing a quality network that is focused on patient centered care.

The key revisions to ChiroCare's UM Program include modifying the authorization requirements for providers in Category B and C and simplifying the criteria used to assign UM Categories.

**Revised Authorization Requirements (effective January 1, 2014)**

The requirements for providers assigned to Category A will not change.

We are adjusting the authorization requirements for Category B and C providers:

- Providers in Categories B and C will no longer need to submit authorizations for patients under age 15, or for radiology services. ChiroCare will monitor these services and provide specific outreach to individual providers as the need arises.
- Category C providers will no longer be required to submit authorization requests starting with the first visit. A 'waiver' of six visits will apply – thus authorization will only be required after six visits have occurred during a calendar year.
- Category B providers will have an increased 'waiver' from six visits to twelve visits. Thus authorization will only be required after twelve visits have occurred during a calendar year.

**Updated UM Category Criteria**

The simplified approach for assigning provider UM Categories will focus solely on the frequency of extended patient cases. This is a move away from the current concept that is based upon an average number of visits and other ancillary criteria. A primary goal of this revised categorization process is to improve the focus on individual patient cases and providers who have a higher degree of longer (extended) cases.

Detailed information on the updated UM criteria and revised authorization requirements will be included in your annual UM Categorization letters that will be sent by December 1, 2013. If you have questions regarding these changes, please contact us at 651-389-2006.

Regards,

A handwritten signature in black ink that reads "Vivi-Ann Fischer, D.C.".

Vivi-Ann Fischer, D.C.  
Chief Clinical Officer