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## *PROVIDER BULLETIN*

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### **Affirmative Statement Regarding Physician Incentives for Utilization Management Decisions:**

Preferred IPA is committed to ensuring that our members receive the best and most appropriate care possible. Utilization management decision making is based only on appropriateness of care and existence of coverage. Preferred IPA does not directly or indirectly reward practitioners or other individuals for issuing denials of coverage, service or care. There are no financial incentives or compensation offered for such individuals, as UM decision makers, to encourage underutilization of services.

### **Practitioner-Patient Communication:**

Practitioners are responsible for facilitating open communication with patients regarding appropriate treatment options. Contracts between providers and Preferred IPA will allow open practitioner-patient communication and will not impose penalties on practitioners for discussing medically necessary or appropriate care.

Practitioners can and should freely communicate with patients regarding:

- Patient's health status, medical care, and treatment options. This includes treatment options that may be self-administered or medication options.
- The risks, benefits, and consequences of proceeding with treatment or opting for non-treatment.
- The option to refuse treatment and to state preferences about future treatment choices.

It is Preferred IPA's policy to encourage all contracted and non-contracted Primary Care and Specialist Physicians to communicate with patients regarding appropriate treatment options available regardless of benefit coverage limitations. Preferred IPA does not penalize practitioners for discussing medically necessary or appropriate patient care.

### **Clinical Practice Guidelines:**

Clinical Practice guidelines for Preferred IPA, including asthma, diabetes, hypertension, and obesity, are available on our website at [www.preferredipa.com](http://www.preferredipa.com). To access the Clinical Practice guidelines, click "Provider Services" then "Useful Links," scroll down to "Healthcare Resources" and click on "Clinical Guidelines." Hard copies of the clinical practice guidelines are available upon request.