

## **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.

Amerigroup 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

Coverage provided by Amerigroup Inc.

In New Jersey, Amerivantage dba Amerigroup Community Care. In New Mexico, Amerigroup Community Care of New Mexico, Inc. In Texas, Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members are served by Amerigroup Texas, Inc. In Tennessee, Amerigroup Tennessee Inc. dba Amerigroup Community Care. In Washington, Amerigroup Washington, Inc.