



Attestation Regarding Decision-Making and Compensation

True Health New Mexico does not provide incentives for Care Management staff based on any utilization review decisions. All review decisions are based upon appropriate care and benefit coverage.

Utilization Management Affirmation Statement

Utilization management decision making is based only on appropriateness of care and service, and existence of coverage. There are no rewards to practitioners or other individuals for issuing denials of coverage, or requested services. There are no financial incentives for any utilization management decision makers that encourage decisions that result in underutilization. Initial or continued requests for treatment or length of stay may be approved by the designated Care Management Staff, based on the clinical information provided and reviewed against explicit criteria. All utilization adverse determinations/denial decisions are made by Medical Directors.