Outpatient Rehabilitation Management Program

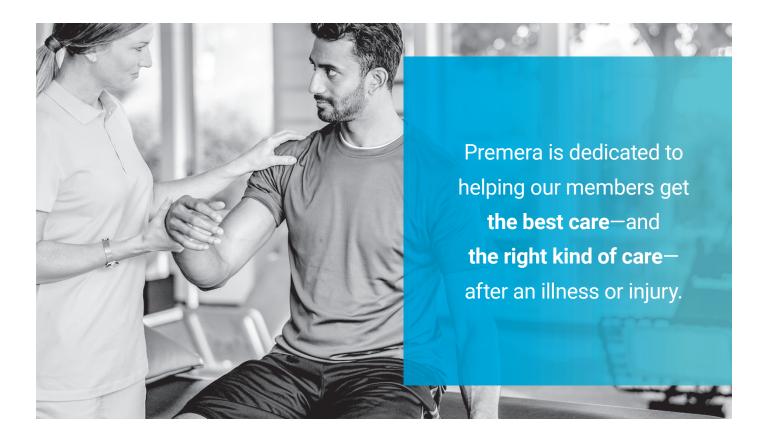
THE RIGHT CARE AT THE RIGHT TIME

Our outpatient rehabilitation management program reviews treatment plans to help members with a Premera Blue Cross Blue Shield of Alaska medical plan:

- Get the right care for their condition
- Avoid paying for services that don't help with recovery
- · Have benefits available when they're needed

The program includes the review of physical therapy, occupational therapy, massage therapy, and some chiropractic services (except spinal manipulations).

Reviews are conducted by eviCore*, a national leader with more than 20 years of experience managing medical benefits. eviCore is accredited by the Utilization Review Accreditation Commission and the National Committee for Quality Assurance.



HOW DOES THE REVIEW PROCESS WORK?

1

A member sees their therapist, who assesses and treats their condition. 2

Their therapist tells eviCore about their condition, progress, and treatment goals, and gets authorization for initial visits (typically 4 to 6). If the therapist determines that more treatment is needed, they will submit a treatment plan for additional visits.

3

eviCore's medical professionals review the plan using medical best practices and clinical guidelines to determine the medical necessity and best duration of care. 4

Once their treatment plan is approved, they can proceed with the next visit. Most reviews are handled by eviCore in less than one day.**

What if a treatment plan is denied?

- The member and their therapist will be notified by letter.
- · Our members have several options:
 - Their therapist can revise and resubmit the plan.
 - Their therapist can review the plan with an eviCore therapist or medical director.
 - They may appeal the decision. (Details about how to appeal will be in the denial letter.)



Premera's outpatient rehabilitation management program is included in all medical plans for individuals and fully insured and OptiFlex groups.

The program is available as an optional service for self-funded groups.

Ask your Premera representative to run an analysis of your potential savings.



^{*} On behalf of Premera Blue Cross Blue Shield of Alaska, eviCore is an independent company which provides medical benefits management services.

^{**} Based on authorization transactional reports from eviCore for Premera's book of business.

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Call for free language assistance services and appropriate auxiliary aids and services.

Tumawag para sa mga libreng serbisyo ng tulong sa wika at angkop na mga karagdagang tulong at serbisyo.

Llame para obtener servicios gratuitos de asistencia lingüística, y ayudas y servicios auxiliares apropiados.

무료 언어 지원 서비스와 적절한 보조 도구 및 서비스를 신청하십시오.

Hu thov kev pab txhais lus pub dawb thiab lwm yam khoom pab dawb thiab kev pab cuam ua tsim nyog.

Звоните для получения бесплатных услуг по переводу и других вспомогательных средств и услуг.

呼吁提供免费的语言援助服务和适当的辅助设备及服务。

呼籲提供免費的語言援助服務和適當的輔助設備及服務。

Vala'au mo auaunaga tau fesoasoani mo gagana e leai ni totogi ma fesoasoani fa'aopo'opo talafeagai ma auaunaga. ໂທເພື່ອຮັບການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ແລະ ການບໍລິການ ແລະ ການຊ່ວຍເຫຼືອພິເສດທີ່ເໝາະສົມແບບບໍ່ເສຍຄ່າ.

無料言語支援サービスと適切な補助器具及びサービスをお求めください。

Tumawag para kadagiti libre a serbisio iti tulong iti pagsasao ken dagiti nakanada nga aid ken serbisio iti komunikasion.

Gọi cho các dịch vụ hỗ trợ ngôn ngữ miễn phí và các hỗ trợ và dịch vụ phụ trợ thích hợp.

Звертайтесь за безкоштовною мовною підтримкою та відповідними додатковими послугами.

ติดต่อขอบริการช่วยเหลือด้านภาษาฟรีพร้อมความช่วยเหลือและบริการอื่น ๆ เพิ่มเติม

Fordern Sie kostenlose Sprachunterstützungsdienste und geeignete Hilfsmittel und Dienstleistungen an.

Zadzwoń, aby uzyskać bezpłatną pomoc językową oraz odpowiednie wsparcie i usługi pomocnicze.

Rele pou w jwenn sèvis asistans lengwistik gratis ak èd epi sèvis oksilyè ki apwopriye.

Appelez pour obtenir des services gratuits d'assistance linguistique et des aides et services auxiliaires appropriés.

Ligue para serviços gratuitos de assistência linguística e auxiliares e serviços auxiliares adequados.

Chiama per i servizi di assistenza linguistica gratuiti e per gli ausili e i servizi ausiliari appropriati.

اتصل للحصول على خدمات المساعدة اللغوية المجانية والمساعدات والخدمات المناسبة. براى خدمات كمك زباني رايگان و كمكها و خدمات امدادى مقتضى، تماس بگيريد.

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