



PROVIDER ALERT

TO: All Physicians

FROM: Mandeep Chhina, RN
UM Manager

DATE: January, 2026

Please be advised that the Provider Group will disclose upon request utilization management policies, procedures, and criteria used to authorize, modify, or deny healthcare services to contracted healthcare practitioners, providers and members. [CA Health and Safety Code 1363.5(a)].

Peer to peer review can be done regarding determinations by contacting the UM department or the Medical Director.

Specialty Referral Tracking Standard:

There is policy in place to describe the system used to track and monitor specialty referrals requiring prior authorization. Reports are run quarterly.

This system will include authorized, denied, deferred, or modified referrals, and the timeliness of the referrals. The report is run monthly.

This specialty referral system should include contracted and non-contracted providers.

CA legislative Addendum:

HSC 1363.5 Title 28 CCR, Section 1300.70 (b)(2)(H), & C:

UM/QM Plan and programs can also be obtained by contacting UM Department.

**Should you require any further information please contact me at
1-760-242-7777**