

Utilization Management – Clinical Criteria and Availability of Clinical Criteria

The Utilization Management (UM) review process uses a wide range of criteria, guidelines, and reference tools to assist in determinations of benefit coverage, behavioral health needs and medical appropriateness. Supporting clinical and benefit information, relevant to each case will be reviewed when making medical necessity coverage determinations.

All criteria are reviewed and approved at least annually. Only appropriate clinical and behavioral health practitioners with relevant experience are involved in the development, adoption and reviewing of the criteria. The criteria must comply with Medicare, local and national coverage determinations, and relevant Medicaid requirements.

Approved Clinical Criteria for Utilization Management Decisions

- CMS criteria: National Coverage Determinations (NCDs), Local Coverage Determinations (LCDs) and Local Coverage Articles (LCAs), Medicare Benefit Policy Manuals
- State Medi-Cal Guidelines
- Health plans' Evidence of Coverage (EOC), Medical Policy or Clinical Guidelines
- National/ Specialty Guidelines, e.g.:
 - Milliman® Care Guidelines (MCG)
 - American College of Radiology (ACR) Appropriateness Criteria
 - InterQual
 - AHA (American Heart Association)
 - ACC (American College of Cardiology)
 - National Comprehensive Cancer Network (NCCN)
 - U.S. Preventive Service Task Force (USPSTF) Recommendations Grade A, B & C
- Government Agency, Medical Society and other Authoritative Publications, e.g.:
 1. Agency for Healthcare Research and Quality (AHRQ): <http://www.ahrq.gov>
 2. Agency for Healthcare Research and Quality (AHRQ) Clinical Practice Guidelines: <http://www.ahrq.gov/clinic/cpgsix.htm>
 3. Center for Medicare and Medicaid Services (CMS): <http://www.cms.hhs.gov> – Topics – coverage – Medicare Advisory Committee (MCAC)
 4. Department of Health and Human Services: Center for Disease Control and Prevention (CDC): <http://www.cdc.gov>
 5. Food and Drug Administration (FDA): <http://www.fda.gov> (including listing on the FDA Orphan Drug Approval)
 6. National Library of Medicine – PUBMED: http://www.nlm.nih.gov/bsd/pubmed_tutorial/m1001.html
 7. The American Hospital Formulary Service Drug Information

8. The U.S. Pharmacopoeia Dispensing Information, Vol. 1

9. Physician specialty societies where publicly available.

BOARD	SPECIALTY SOCIETY	SUBSPECIALTIES
CERTIFICATIONS LISTED IF MORE THAN ONE	(+) Indicates guidelines on Website (public) (-) Indicates that there are no guidelines publicly available	
American Heart Association http://www.heart.org/	American Heart Association	
AIM Specialty Health http://www.aimspecialtyhealth.com/	AIM Specialty Health Specialty Benefit Management	1. Radiology 2. Cardiology 3. Oncology 4. Sleep Management 5. Specialty Drugs
Allergy & Immunology www.aaaai.org	American Academy of Asthma, Allergy and Immunology (+)	6. Clinical & Laboratory Immunology
Anesthesia www.asahq.org	American Society of Anesthesiologist ASA (+)	1. Critical Care 2. Hospice and Palliative Medicine 3. Pain Medicine

		20. Sleep Medicine 21. Sports Medicine
Physical Medicine & Rehabilitation www.aapmr.org	American Academy of Physical Medicine & Rehabilitation (+)	1. Hospice & Palliative Medicine 2. Pain Medicine 3. Neuromuscular Medicine 4. Pediatric Physical Medicine & Rehabilitation 5. Spinal Cord Injury Medicine 6. Sports Medicine
Plastic Surgery www.plasticsurgery.org	American Society of Plastic Surgeons ASPS (+)	1. Plastic Surgery with the Head & Neck 2. Hand Surgery
Preventive Medicine www.acpm.org 1. Aerospace Medicine 2. Occupational Medicine 3. Public Health & General Preventive Medicine www.acoem.org	American College of Preventive Medicine AAPM (+) American College of Occupational & Environmental Medicine ACOEM (+)	1. Medical Toxicology 2. Undersea & Hyperbaric Medicine
Colon & Rectal Surgery www.fascrs.org	American Society of Colon & Rectal Surgeon (+)	None
Dermatology www.aad.org	American Academy of Dermatology AAD (Association) (+)	1. Clinical & Laboratory Dermatology 2. Immunology 3. Dermatopathology 4. Pediatric Dermatology
Emergency Medicine www.acep.org	American College of Emergency Physicians (+)	1. Hospice and Palliative Medicine 2. Medical Toxicology 3. Pediatric Emergency Medicine 4. Sports Medicine 5. Undersea & Hyperbaric Medicine
Family Medicine www.aafp.org	American Academy of Family Practice AAFP (+)	1. Adolescent Medicine 2. Geriatric Medicine 3. Hospice and Palliative Medicine 4. Sports Medicine

Internal Medicine www.acponline.org	American College of Physicians ACP (+)	See accompanying chart
Medical Genetics 1. Clinical Biochemical Genetics 2. Clinical Cytogenetics 3. Clinical Genetics (M.D.) 4. Clinical Molecular Genetics 5. Ph. D Medical Genetics www.acmg.net	American College of Medical Genetics ACMG (+)	1. Molecular Genetic Pathology
Neurological Surgery www.aans.org	American Association of Neurosurgeons AANS (+)	None
Nuclear Medicine www.acnucmed.com	American College of Nuclear Medicine AANM (-)	None
Obstetrics & Gynecology www.acog.org	American College of Obstetricians & Gynecologists ACOG (-)	1. Critical Care 2. Gynecologic Oncology 3. Hospice and Palliative Medicine 4. Maternal and Fetal Medicine 5. Reproductive Endocrinology/ Infertility
Radiology www.acr.org 1. Diagnostic Radiology 2. Radiation Oncology www.astro.org 3. Radiation Physics	American College of Radiology ACR (+) NOTE: Do not confuse with <i>American College of Rheumatology</i> <hr/> American Society of Therapeutic Radiation and Oncology ASTRO (-)	1. Hospice & Palliative Medicine 2. Nuclear Radiology 3. Neuroradiology 4. Pediatric Radiology 5. Vascular & Interventional Radiology
Surgery www.facs.org	American College of Surgeons ACS (+) NOTE: Do not confuse with <i>American Cancer Society</i>	1. Hand Surgery 2. Hospice & Palliative Medicine 3. Pediatric Surgery 4. Surgical Critical Care 5. Vascular Surgery
Thoracic Surgery www.sts.org/	Society of Thoracic Surgeons STS (+)	None
Urology www.auanet.org	American Urological Association AUA (+)	1. Pediatric Urology

Psychiatry & Neurology 1. Psychiatry www.psych.org www.aacap.org www.aan.com www.childneurology.society.org 2. Neurology 3. Child Neurology	American Psychiatric Association APA (+) <hr/> American Academy of Child & Adolescent Psychiatry AACAP (+) <hr/> American Academy of Neurology AAN (+) Child Neurology Society CNS (+)	1. Addiction Psychiatry 2. Child & Adolescent Psychiatry 3. Forensic Psychiatry 4. Geriatric Psychiatry 5. Hospice & Palliative Medicine <hr/> 1. Clinical Neurophysiology 2. Neurodevelopmental Disabilities 3. Pain Medicine 4. Psychosomatic Medicine 5. Sleep Medicine 6. Vascular Neurology
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BOARD	SPECIALTY SOCIETY
	(+) Indicates guidelines on Web site (public) (-) Indicates that there are no guidelines publicly available
Adolescent Medicine www.adolescenthealth.org	Society for Adolescent Medicine (-)
Anesthesia www.ampainsoc.org	American Pain Society APS (-) Guidelines may be ordered on website (Also certified through Rehab, Neurology, Psychiatry) See Internal Med Specialties for Critical Care
Cardiology www.acc.org	American College of Cardiology ACC (+)
Cardiac Electrophysiology www.hrsonline.org	Heart Rhythm Society HRS—collaborative with ACC
Clinical & Laboratory Immunology www.clinimmsoc.org	Clinical Immunology Society CIS (-) NOTE: Also a Peds subspecialty
Critical Care	Society of Critical Care Medicine SCCM
www.sccm.org	(Also represents Peds, anesthesia, surgery) (+)
Emergency Medicine/ Preventive Medicine www.uhms.org	Undersea & Hyperbaric Medical Society UHMS (+)
Emergency Medicine www.acmt.net	American College of Medical Toxicology (+)
Endocrinology, Diabetes & Metabolism www.aace.com www.endo-society.org	American Association of Clinical Endocrinology AACE (+) Endocrine Society (-)
Gastroenterology www.gastro.org www.acg.gi.org	American Gastroenterological Association AGA (+) American College of Gastroenterology ACG (-)
Geriatric Medicine www.americangeriatrics.org	The America Geriatrics Society
Hematology www.hematology.org	American Society of Hematology ASH (+)
Hospice & Palliative Medicine www.abhpm.org	American Board of Hospice and Palliative Medicine (-)
Infectious Disease www.idsociety.org	Infectious Disease Society of America IDSA (+)
Internal Medicine Family Medicine www.americangeriatrics.org	America Geriatrics Society AGS (+)
Interventional Cardiology	See Cardiology ACC
Nephrology www.asn-online.org	American Society of Nephrology ASN (-)
Obstetrics & Gynecology www.asrm.org	American Society for Reproductive Medicine (+) ASRM
Obstetrics & Gynecology www.sgo.org	Society of Gynecologic Oncologist (+)
Oncology www.asco.org	American Society of Clinical Oncology ASCO (+)

Orthopedic Surgery www.hand-surg.org Also a subspecialty of Plastic Surgery	American Society for Surgery of the Hand (-)
Pulmonary Disease www.chestnet.org	American College of Chest Physicians ACCP (+)
Psychiatry www.aagppga.org www.asam.org	American Association for Geriatric Psychiatry AAGP (+) American Society of Addiction Medicine ASAM (+ but not updated since 2001)
Radiology www.sirweb.org	Society of Interventional Radiology SIR (+)
Rheumatology www.rheumatology.org	American College of Rheumatology ACR (+) NOTE: Do not confuse with American College of Radiology
Sleep Medicine www.aasmnet.org	American Academy of Sleep Medicine AASM (+)
Sports Medicine www.acsm.org	American College of Sports Medicine ACSM (+) (Also Peds, ER subspecialty)
Transplant Hepatology www.aasld.org www.a-s-t.org	American Association for the Study of Liver Disease AASLD (+) American Society of Transplantation AST (+)

Ophthalmology www.aao.org	American College of Ophthalmology AAO (+)	None
Orthopedic Surgery www.aaos.org	American Academy of Orthopedic Surgeons AAOS (Association) (+)	1. Hand Surgery 2. Orthopedic Sports Medicine
Otolaryngology www.entnet.org	American Academy of Otolaryngology-Head & Neck Surgery AAO-HNS (-)	1. Neurotology 2. Pediatric Otolaryngology 3. Plastic Surgery within the Head & Neck 4. Sleep Medicine
Pathology www.cap.org 1. Anatomy Pathology 2. Clinical Pathology 3. Anatomy & Clinical Pathology www.ascp.org	College of American Pathologist CAP (+) **Recommended American Society for Clinical Pathology ASCP (-)	1. Blood Banking/Transfusion Medicine 2. Chemical Pathology 3. Cytopathology 4. Dermatopathology 5. Forensic Pathology 6. Hematology 7. Medical Microbiology 8. Molecular Genetic Pathology 9. Neuropathology 10. Pediatric Pathology
Pediatrics www.aap.org	American Academy of Pediatricians AAP (+)	1. Adolescent Medicine 2. Blood Banking/Transfusion Medicine 3. Child Abuse Pediatrics 4. Developmental-Behavioral Pediatrics 5. Hospice & Palliative Medicine 6. Medical Toxicology 7. Neonatal-Perinatal Medicine 8. Neurodevelopmental Disabilities 9. Pediatric Cardiology 10. Pediatric Critical Care Medicine 11. Pediatric Emergency Medicine 12. Pediatric Endocrinology 13. Pediatric Gastroenterology 14. Pediatric Hematology-Oncology 15. Pediatric Infectious Disease 16. Pediatric Nephrology 17. Pediatric Pulmonology 18. Pediatric Rheumatology 19. Pediatric Transplant Hepatology

- Clinical Criteria Utilized in BH Decision Making:
 - Level of Care Criteria

	Clinical Specialty	Nonprofit Professional Association	Criteria or Guideline (Current Version)
1.	Substance Use Disorder Any Age	American Society of Addiction Medicine (ASAM)	ASAM 3 rd Edition 2013
2.	Mental Health Disorders Patients 18 and Older	American Association of Community Psychiatrists	Level of Care Utilization System (LOCUS) 20 2020
3.	Mental Health Disorders Patients 6 to 17 Years of Age	American Association of Community Psychiatrists Or American Academy of Child & Adolescent Psychiatry	Child and Adolescent Level of Care Utilization System (CALOCUS) 20* Or Child and Adolescent Service Intensity Instrument (CASII)*2019
4.	Mental Health Disorders Patients 0 to 5 Years of Age	American Academy of Child and Adolescent Psychiatry	Early Childhood Service Intensity Instrument (ESCII)

- Clinical Practice Guidelines for Specific Diagnoses

	Clinical Specialty	Nonprofit Professional Association	Criteria or Guidelines (Current Version)
1.	Gender Dysphoria	World Professional Association for Transgender Health (WPATH)	WPATH Standards of Care Version 7 2012 Anticipated release of Version 8 in 2021

- Preventive Health and Clinical Practice Guidelines:

Heritage Provider Network reviews and adopts evidence-based Clinical Practice and Preventive Health Guidelines promulgated from peer reviewed sources for diseases and health conditions identified as most salient to Heritage Provider Network members. Clinical Practice Guidelines are used in the provision of preventive, acute, chronic medical and behavioral health services to improve the delivery of health care services to members. The most current list of Clinical Practice and Preventive Health Guidelines adopted by Heritage Provider Network are available for download from the links provided below.

- Visit The American Heart Association (AHA) at: <https://www.heart.org/>
- Visit The American Psychiatric Association (APA) at: <https://www.apa.org/>
- Visit The Centers for Disease Control (CDC) at: <https://www.cdc.gov/>
- Visit The American Academy of Pediatrics (AAP) at: <https://www.aap.org/en-us/Pages/Default.aspx>
- Visit The American Academy of Child & Adolescent Psychiatry (AACAP) at: <https://www.aacap.org/>
- Visit The American Association of Clinical Endocrinologist (AACE) at: <https://www.aace.com/>
- Visit The Infectious Diseases Society of America (IDSA) at: <https://www.idsociety.org/>
- Visit The American Thoracic Society (ATS) at: <http://www.thoracic.org/>
- Visit The American Academy of Family Practitioners (AAFP) at: <https://www.aafp.org/home.html>
- Visit The American Society of Addiction (ASAM) at: <https://www.asam.org/>
- Visit The American College of Cardiology at: <https://www.acc.org/>
- Visit The Department of Health Care Services at: <https://www.dhcs.ca.gov>
- Visit Global Initiative for Chronic Obstructive Lung Disease at: <https://goldcopd.org/>
- Visit The National Institute for Health and Care Excellence at: <https://www.nice.org.uk/>
- Visit The U.S Preventive Services Task Force at: www.uspreventiveservicestaskforce.org
- Visit ECRI Institute Guidelines Trust at: <https://www.ecri.org/solutions/ecri-guidelines-trust/>

Preventive Health Guidelines

Ages 0-18 Years	Date Adopted by QJC: 8/9/2022	Re-Review Date: 6/17/2024	Current Review Date: 6/17/2022
	<p>Immunization Schedule</p> <ul style="list-style-type: none"> Recommended Immunization Schedule for Persons Aged 0 through 18 years. United States – CDC. https://www.cdc.gov/vaccines/schedules/downloads/child/0-18yrs-child-combined-schedule.pdf <p>Recommended Preventative Pediatric Health Care – American Academy of Pediatrics (AAP)</p> <ul style="list-style-type: none"> 2021 Recommendations for Preventive Pediatric Health Care. Bright Futures /American Academy of Pediatrics (3/2021). 2021 Recommendations for Preventive Pediatric Health Care Pediatrics American Academy of Pediatrics (aap.org) 		
Ages 19 and Older	Date Adopted by QJC: 8/9/2022	Re-Review Date: 6/17/2024	Current Review Date: 6/17/2022
	<p>Immunization Schedule</p> <ul style="list-style-type: none"> Recommended Immunization Schedule for Adults Aged 19 Years or Older. United States –CDC. https://www.cdc.gov/vaccines/schedules/downloads/adult/adult-combined-schedule.pdf <p>Recommended Preventative Clinical Health Care - U.S. Preventive Services Task Force (USPSTF)</p> <ul style="list-style-type: none"> Recommendations for Primary Care Practice https://uspreventiveservicestaskforce.org/uspstf/topic_search_results?topic_status=P 		
Clinical Practice Guidelines			
Behavioral Health	Date Adopted by QJC: 8/9/2022	Re-Review Date: 6/17/2024	Current Review Date: 6/17/2022
	<p>Substance Abuse</p> <ul style="list-style-type: none"> 2020 Focus Update -The National Practice Guideline for the Use of Medications in the Treatment of Addiction Involving Opioid Use. American Society of Addiction Medicine (2015). https://www.asam.org/Quality-Science/quality/2020-national-practice-guideline 2011 American Psychiatric Association (APA) Performance in Practice: Physician Practice Assessment Tools for the Screening, Assessment, and Treatment of Adults with Substance Use Disorder (1/2011). http://focus.psychiatryonline.org/doi/abs/10.1176/foc.9.1.foc31?journalCode=foc 2006 APA Practice Guideline for the Treatment of Patients with Substance Use Disorders, 2nd Edition (8/2006). substanceuse.pdf (psychiatryonline.org) 2018 Alcohol Misuse: Screening and Behavioral Counseling Interventions in Primary Care (11/2018). Recommendation: Unhealthy Alcohol Use in Adolescents and Adults: Screening and Behavioral Counseling Interventions United States Preventive Services Taskforce (uspreventiveservicestaskforce.org) <p>Dementia/Neurocognitive Disorders</p> <ul style="list-style-type: none"> 2014 American Psychiatric Association (APA) Practice Guideline for Persons with Alzheimer’s disease and Other Dementias 2007/ Updated Guideline Watch (10/2014). http://psychiatryonline.org/pb/assets/raw/sitewide/practice_guidelines/guidelines/alzheimerwatch.pdf 2016 American Psychiatric Association (APA) Practice Guideline on the Use of Antipsychotics to Treat Agitation or Psychosis in Patients with Dementia (5/2016). The American Psychiatric Association Practice Guideline on the Use of Antipsychotics to Treat Agitation or Psychosis in Patients With Dementia (psychiatryonline.org) 		

	<p>Depression</p> <ul style="list-style-type: none"> 2010 American Psychiatric Association (APA) Practice Guideline for the Treatment of Patients with Major Depressive Disorder, Third Edition (5/2010). https://psychiatryonline.org/pb/assets/raw/sitewide/practice_guidelines/guidelines/mdd.pdf 2016 U.S. Preventive Services Task Force (USPSTF) Screening for Depression in Adults: USPSTF Recommendation Statement, (1/2016). https://jamanetwork.com/journals/jama/fullarticle/2484345 <p>Smoking Cessation</p> <ul style="list-style-type: none"> 2015 USPSTF Guidelines-Smoking Cessation (Adult), (9/2015). https://annals.org/aim/fullarticle/2443060/behavioral-pharmacotherapy-interventions-tobacco-smoking-cessation-adults-including-pregnant-women 2013 USPSTF Guidelines-Smoking Cessation (Children & Adolescents), (8/2013). https://annals.org/aim/fullarticle/1476724/primary-care-relevant-interventions-tobacco-use-prevention-cessation-children-adolescents?searchresult=1 <p>Pediatric</p> <ul style="list-style-type: none"> 2014 APA Practice Parameter for the Assessment and Treatment of Children and Adolescents with Autism Spectrum Disorder (2/2014). https://www.iaacap.org/article/50890-8567(13)00819-8/fulltext 2011 Attention Deficit Hyperactivity Disorder (ADHD): Clinical Practice Guideline for the Diagnosis, Evaluation, and Treatment of ADHD in Children and Adolescents. American Academy of Pediatrics (11/2011). http://pediatrics.aappublications.org/content/early/2011/10/14/peds.2011-2654 2013 AACAP Practice Parameter for the Assessment and Treatment of Children and Adolescents with Schizophrenia (11/2013). http://www.aacap.org/App_Themes/AACAP/docs/practice_parameters/Schizophrenia_Sept13.pdf 			
Cardiovascular	<table border="1"> <tr> <td>Date Adopted by QJC: 8/9/2022</td> <td>Re-Review Date: 6/17/2024</td> <td>Current Review Date: 6/17/2022</td> </tr> </table>	Date Adopted by QJC: 8/9/2022	Re-Review Date: 6/17/2024	Current Review Date: 6/17/2022
Date Adopted by QJC: 8/9/2022	Re-Review Date: 6/17/2024	Current Review Date: 6/17/2022		
	<p>Assessment of Cardiovascular Risk</p> <ul style="list-style-type: none"> 2013 ACC/AHA Guideline on the Assessment of Cardiovascular Risk: A Report of the American College of Cardiology/American Heart Association Task Force on Practice Guidelines: http://www.onlinejacc.org/content/63/25_part_b/2935.full.pdf?_ga=2.29819455.1062630223.1652723298-558167134.1649010161 <p>Treatment of Blood Cholesterol to Reduce Atherosclerotic Cardiovascular Risk</p> <ul style="list-style-type: none"> 2018 AHA/ACC/AACVPR/AAPA/ABC/ACPM/ADA/AGS/APhA/ASPC/NLA/PCNA Guideline on the Management of Blood Cholesterol: http://www.onlinejacc.org/content/73/24/e285.full.pdf?_ga=2.29819455.1062630223.1652723298-558167134.1649010161 <p>Management of High Blood Pressure</p> <ul style="list-style-type: none"> 2017 ACC/AHA/AAPA/ABC/ACPM/AGS/APhA/ASH/ASPC/NMA/PCNA Guideline for the Prevention, Detection, Evaluation, and Management of High Blood Pressure in Adults: A Report of the American College of Cardiology/American Heart Association Task Force on Clinical Practice Guidelines: http://www.onlinejacc.org/content/71/19/e127.full.pdf?_ga=2.29819455.1062630223.1652723298-558167134.1649010161 <p>Management of Heart Failure</p>			

	<ul style="list-style-type: none"> 2022 AHA/ACC/HFSA Guideline for The Management of Heart Failure: A Report of the American College of Cardiology/American Heart Association Joint Committee on Clinical Practice Guidelines: https://www.jacc.org/doi/pdf/10.1016/j.jacc.2021.12.012?_ga=2.119014921.1062630223.1652723298-558167134.1649010161.54373672.1062630223.1652723298-558167134.1649010161 <p>Management of Patients with Valvular Heart Disease</p> <ul style="list-style-type: none"> 2020 ACC/AHA Guideline for the Management of Patients with Valvular Heart Disease (02/2/2021) https://www.ahajournals.org/doi/epdf/10.1161/CIR.0000000000000923 		
Endocrinology	Date Adopted by QIC: 8/9/2022	Re-Review Date: 6/17/2024	Current Review Date: 6/17/2022
	<p>Standards of Medical Care in Diabetes Care</p> <ul style="list-style-type: none"> 2022 Standards of Medical Care in Diabetes. https://professional.diabetes.org/content-page/standards-medical-care-diabetes/ <p>Comprehensive Type 2 Diabetes Management Algorithm 2020 Consensus Statement by the American Association of Clinical Endocrinologists and American College of Endocrinology on the Comprehensive Type 2 Diabetes Management Algorithm - 2020 Executive Summary. Comprehensive Type 2 Diabetes Management Algorithm (2020) - EXECUTIVE SUMMARY American Association of Clinical Endocrinology (aace.com)</p>		
Infectious Diseases	Date Adopted by QIC: 8/9/2022	Re-Review Date: 6/17/2024	Current Review Date: 6/17/2022
	<p>Sexually Transmitted Diseases</p> <ul style="list-style-type: none"> 2021 Sexually Transmitted Diseases (STD) Treatment Guidelines. Centers for Disease Control and Prevention (7/2021). Sexually Transmitted Infections Treatment Guidelines, 2021 (cdc.gov) <p>Tuberculosis</p> <ul style="list-style-type: none"> 2017 Official American Thoracic Society/Infectious Diseases Society of America/Centers for Disease Control and Prevention Clinical Practice Guidelines: Diagnosis of Tuberculosis in Adults and Children (1/2017). Official American Thoracic Society/Infectious Diseases Society of America/Centers for Disease Control and Prevention Clinical Practice Guidelines: Diagnosis of Tuberculosis in Adults and Children - PubMed (nih.gov) <p>COVID- 19</p> <ul style="list-style-type: none"> 2022 Infectious Diseases Society of America Guidelines on the Treatment and Management of Patients with COVID-19 https://www.idsociety.org/globalassets/idsa/practice-guidelines/covid-19/treatment/idsa-covid-19-gl-tx-and-mgmt-v9.0.0.pdf 		
Pain Management	Date Adopted by QIC:	Re-Review Date: 6/17/2024	Current Review Date: 4/21/2023

	<p>Non-Pharmacological Pain Management Treatment¹</p> <ul style="list-style-type: none"> Evidence-Based Non-Pharmacologic Strategies for Comprehensive Pain Care: The Consortium Pain Task Force White Paper https://www.sciencedirect.com/science/article/pii/S1550830718300223 Noninvasive, Non-Pharmacological Treatment for Chronic Pain https://effectivehealthcare.ahrq.gov/products/nonpharma-treatment-pain/research-protocol CDC Clinical Practice Guideline for Prescribing Opioids for Pain – United States, 2022 – Recommendation 1, Pg. 17 https://www.cdc.gov/mmwr/volumes/71/rr/pdfs/rr7103a1-H.pdf 		
<p>Pulmonology</p>	<p>Date Adopted by QIC: 8/9/2022</p>	<p>Re-Review Date: 6/17/2024</p>	<p>Current Review Date: 6/17/2022</p>
	<p>Asthma</p> <ul style="list-style-type: none"> 2022 Global Initiative for Asthma (GINA) – National Heart, Lung, and Blood Institute (NHLBI) Global Strategy for Asthma Management and Prevention. https://ginasthma.org/reports/ 2020 Pocket Guide for Asthma Management and Prevention. 2022 currently being updated. https://ginasthma.org/reports/ <p>Chronic Obstructive Pulmonary Disease</p> <ul style="list-style-type: none"> 2020 Report - Global Strategy for the Diagnosis, Management, and Prevention of Chronic Obstructive Pulmonary Disease. https://goldcopd.org/gold-reports/ <p>Streptococcal Infection</p> <ul style="list-style-type: none"> 2012 Clinical Practice Guideline for the Diagnosis and Management of Group A Streptococcal Pharyngitis: 2012 Update by the Infectious Diseases Society of America (11/2012). https://academic.oup.com/cid/article/55/10/e86/321183 <p>Smoking Cessation</p> <ul style="list-style-type: none"> 2015 U.S. Preventive Services Task Force (USPSTF) USPSTF Guidelines-Smoking Cessation (Adult), (10/2015). https://annals.org/aim/fullarticle/2443060/behavioral-pharmacotherapy-interventions-tobacco-smoking-cessation-adults-including-pregnant-women- Primary Care–Relevant Interventions for Tobacco Use Prevention and Cessation in Children and Adolescents: A Systematic Evidence Review for the U.S. Preventive Services Task Force (2/2013) Primary Care–Relevant Interventions for Tobacco Use Prevention and Cessation in Children and Adolescents: A Systematic Evidence Review for the U.S. Preventive Services Task Force Annals of Internal Medicine (acpjournals.org) <p>Pneumonia – Community - Acquired Pneumonia</p> <ul style="list-style-type: none"> 2016 American Academy of Family Physicians (AAFP) Diagnosis and Management of Community Acquired Pneumonia in Adults (11/2016). https://www.aafp.org/afp/2016/1101/p698.html 2016 Pneumonia in Adults: Diagnosis and Management in Adults (1/2016). Overview Pneumonia in adults Quality standards NICE 		

¹ CA Health & Safety Code § 124962(h)
https://leginfo.ca.gov/faces/codes_displaySection.xhtml?sectionNum=124962&lawCode=HSC

	<ul style="list-style-type: none"> 2019 Infectious Diseases Society of America (IDSA) – American Thoracic Society (ATS) Consensus Guidelines on the Management of Community-Acquired Pneumonia in Adults (10/2019). https://www.idsociety.org/practice-guideline/community-acquired-pneumonia-cap-in-adults/
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Pain Management Guidelines:

- CDC Clinical Practice Guideline for Prescribing Opioids for Pain — United States, 2022: <https://www.cdc.gov/mmwr/volumes/71/rr/rr7103a1.htm>
- EVIDENCE-BASED NONPHARMACOLOGIC STRATEGIES FOR COMPREHENSIVE PAIN CARE: <https://www.sciencedirect.com/science/article/pii/S1550830718300223?via%3Dihub>
- Noninvasive, Nonpharmacological Treatment for Chronic Pain: <https://effectivehealthcare.ahrq.gov/products/nonpharma-treatment-pain/research-protocol>

Availability of Clinical Criteria

Upon request, medical groups will make available all criteria, clinical review guidelines and medical review policies utilized for decision making to members and practitioners. With each determination made by the medical group, members and providers are notified in writing of the process for requesting a free copy of the criteria guideline or policy used to make the determination.

- Contact:

Medical Group	Mail	Email	Phone
Regal Medical Group	Regal Medical Group P.O. Box 371330 Reseda, CA 91337	customerservice@regalmed.com	Customer Service: (818) 357-5000 or (866) 654-3471 TDD/TTY: (800) 735-2929 (English) / (800) 855-3000 (Spanish)
Lakeside Medical Group	Lakeside Community Healthcare P.O. Box 371330 Reseda, CA 91337	customerservice@regalmed.com	Customer Service: (818) 357-5000 or (866) 654-3471 TDD/TTY: (800) 735-2929 (English) / (800) 855-3000 (Spanish)
ADOC Medical Group	ADOC Medical Group 600 City Parkway West Suite 400 Orange, CA 92868	info@adoc.us	Customer Service (866) 654-3471 TDD/TTY: (800) 735-2929 (English) / (800) 855-3000 (Spanish)

Health Plan Clinical Criteria link is available at medical group's website:

Regal Medical Group: <https://www.regalmed.com/about-us/our-health-plans/>

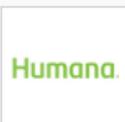
Lakeside Medical Group: <https://www.lakesidemed.com/about-us/our-health-plans/>

ADOC Medical Group: <https://www.adoc.us/about-us/our-health-plans/>

Our Health Plans

Your Choice, Your Plans

Throughout our medical groups, clinics, and network of trusted providers, we are dedicated to offering you and your family the very best health plan options. Whether it's senior (Medicare Advantage), commercial, Medi-Cal, Special Needs Plans (SNPs), or a variety of Medicare, EPO, PPO, and POS plans, we're here to work closely with you to meet your healthcare needs. Your well-being is our top priority, and we're committed to providing you with personalized, high-quality care through every stage of your healthcare journey.

	Aetna www.aetna.com Aetna Clinical Policy		Alignment Health Plan www.alignmenthealthplan.com Alignment Clinical Policy
	Anthem Blue Cross / California Care www.anthem.com Anthem Clinical Policy		Astiva astivahealth.com Astiva Clinical Policy
	Blue Shield www.blueshieldca.com Blue Shield Clinical Policy		Blue Shield Promise www.blueshieldca.com Blue Shield Promise Clinical Policy
	CalOptima www.caloptima.org CalOptima Clinical Policy <small>Special CalOptima Members' Access to Care FAQ eff. 2/05/2024 - after termination of Prime Healthcare contracts</small>		Central Health Plan www.centralhealthplan.com
	Cigna www.cigna.com		Health Net www.healthnet.com Health Net Clinical Policy
	Humana www.humana.com Humana Clinical Policy		Imperial Health Plan imperialhealthplan.com
	Inland Empire Health Plan www.iehp.org Inland Empire Clinical Policy		Molina www.molinahealthcare.com Molina Clinical policy
	SCAN www.scanhealthplan.com Scan Clinical Policy		UnitedHealthcare www.uhc.com UnitedHealthcare Clinical Policy
	WellCare www.wellcare.com WellCare Clinical Policy		

MCG guideline link is publically accessible at:

Regal Medical Group: <https://www.regalmed.com/patient-resources/clinical-guidelines/>

Lakeside medical Group: <https://www.lakesidemed.com/patient-resources/clinical-guidelines/>

ADOC Medical Group: <https://www.adoc.us/patient-resources/clinical-guidelines/>

Affiliated Medical Groups

California



- BFMC
- CCPN
- DOHC
- HDMG
- HVVMG
- LMG
- RMG
- SMG
- ADOC

Clinical Guidelines

Heritage Provider Network and Affiliated Medical Groups (HPN) use Milliman Care Guidelines (MCG) to review authorization requests for medical necessity. MCG Guidelines are the protected intellectual property of MCG. HPN is not able to distribute them without the permission of MCG. MCG has provided a tool that allows HPN members and prospective members to view relevant MCG guidelines, however you will not be able to print them. Follow the instructions below for access to MCG Guidelines.

- Step 1: [Click here to access the MCG Guidelines](#), read the disclaimer and accept the terms and conditions.
- Step 2: Complete the User Information form.
- Step 3: Complete the verification process to continue.
- Step 4: Click on the arrow icon.
- Step 5: Click on the guidelines you wish to view.