



PROVIDER AFFIRMATIVE STATEMENT

MDX Hawai'i makes Utilization Management decisions based only on the appropriateness of care and services and the existence of health plan coverage. In addition, MDX Hawai'i uses the patient's medical information and criteria that are based on recognized standards of medical practice. During these reviews, individual circumstances of the patient are also considered.

Financial incentives or compensation are not linked to these Utilization Management decisions or to the withholding of care. MDX Hawai'i does not specifically reward practitioners or other employees for issuing any denial of coverage or service. MDX Hawai'i neither encourages nor rewards clinical decisions that result in decreased services.

In addition, MDX Hawai'i prohibits any employee or representative of the plan from making decisions regarding hiring, promotions, or terminations of practitioners or other individuals based upon the likelihood or perceived likelihood that the individual or group will support or tend to support the denial of benefits.

If you would like to obtain additional information about MDX Hawai'i's Utilization Management processes or receive information about the criteria or guidelines used by MDX Hawai'i to make care and treatment decisions, please contact MDX Hawai'i's Provider Services Call Center at 532-6989 on Oahu, or 1-800-851-7110 toll-free from the Neighbor Islands.