Financial Compensation – Doctors Make the Decisions

Coventry Health Care of Kansas, Inc. (“Coventry”) uses a process called utilization management (UM) to review the care provided to our members. Our policy is to make decisions based on proven medical science. There are no financial incentives in the review process.

Important facts to know about our UM decisions:

- We use clinical decision tools and standards. Care and/or service must be medically necessary and delivered at the right site of care. Decisions also take into account your benefit plan and coverage.
- We do not reward anyone for denying coverage.
- Payment for services does not encourage denials that mean members do not receive the right care.

How We Evaluate New Technology

Doctors and health care manufacturers constantly create new technologies. These may include a new way to perform a medical procedure. They may also be a new use for a piece of equipment. Sometimes they include unapproved uses of medication or uses by a mental health provider.

Coventry has a system to evaluate new technologies. We review each use based on individual circumstances.

When a new technology is presented, we do a thorough review of articles and journals about it. We use evidence-based medicine to make a final decision. We may seek the opinion of experts in the field. We may also contact the organization that oversees accreditation for that medical specialty.

We compare the information against established standards to make a coverage position. Decisions are based on getting members the right, medically necessary care and services at the right site of care. We focus on providing our members high-quality health care products.