



Subject: Milliman Care Guidelines

Scope: All Unison Lines of Business

Effective October 1, 2009, Unison Health Plan will begin to use the Milliman Care Guidelines as the primary written utilization decision criteria to determine medical necessity for all physical health reviews.

The Milliman guidelines will replace the currently used InterQual guidelines.

In addition, Unison will begin to utilize the American Society for Addiction Medicine, Patient Placement Criteria-2nd Revision (ASAM) for substance abuse reviews. Please note that when behavioral health reviews are applicable, Unison will continue to utilize InterQual criteria as a guideline.

Should you have any questions or concerns about these changes, please feel free to contact Provider Services at 1-800-600-9007.

Unison utilizes several clearinghouses including Emdeon, aka WebMD, RelayHealth, MedAvant Healthcare Solutions and Payerpath, to receive electronic claims from providers and send electronic remittance advices to providers. Please contact your Provider Services Representative or access our website at www.unisonhealthplan.com to obtain more information regarding EDI.