



DENIAL PROCESS

Denial letters are sent to practitioners and members within the Standards set by California Health and Safety Code for Commercial members and Centers for Medicaid and Medicare for Senior members. These timeliness standards are posted on the Industry Collaboration Effort (ICE) website at <http://www.iceforhealth.org>.

The letters include the reason for denial, alternative treatment if appropriate and the specific utilization review criteria or benefits provision used in the determination. Information on the appeals is also included. The denial letter to the practitioner also informs of the availability of the physician reviewer to discuss a denial decision.