

Standards for utilization management review

MCC of VA ensures appropriate care for our members by utilizing clinicians that include medical physicians, pharmacists and behavioral health clinicians for review of all medical necessity denials of requested services offered under the healthcare benefit. Our utilization management decisions adhere to these guidelines:

- We ensure care and service is appropriate to the member's needs and covered under the member's benefits
- We do not specifically reward practitioners or other individuals for issuing denials of coverage
- Financial incentives for MCC of VA employees do not encourage decisions that result in underutilization.

You can also access this information by selecting "Utilization Management" from the Provider Tools dropdown menu on MCCofVA.com.