Evry Health
A Globe Life Company

**Utilization Management Notice**

Evry Health provides communication services and access to staff for members and practitioners seeking information about the UM process and the authorization of care:

- Staff are available at least eight hours a day during normal business hours for inbound collect or toll-free calls regarding UM issues. Staff can be reached by calling 1-855-579-3879.
- Staff can receive inbound communication regarding UM issues after normal business hours. Members/practitioners can call 1-855-579-3879.
- Staff are identified by name, title and organization name when initiating or returning calls regarding UM issues.
- For members who require TTY/TDD services, please dial the TRS line by dialing 711 and indicating to the representative that you need to contact 1-855-579-3879. The Evry Health staff representative will be able to communicate with the member through this relay service.
- Language assistance is available, including assistance for members to discuss UM issues, through a language line service. This service can be accessed by calling 1-855-579-3879.

Evry Health notifies members and practitioners, providers and employees who make UM decisions, affirming:

- UM decision-making is based only on appropriateness of care and service and existence of coverage.
- Evry Health does not specifically reward practitioners or other individuals for issuing denials of coverage.
- Financial incentives for UM decision makers do not encourage decisions that result in underutilization.

**Availability of Criteria**

Practitioners can make a request for criteria used for a determination by telephone, mail, fax or email to the plan.

For medical related requests write to or call:
Evry Healthcare, Inc.
P.O. Box 571208
Dallas, TX 75337
Phone: 1(855)579-3879

For pharmacy related requests write to or call:
Prime Therapeutics
4801 E Washington Street
Phoenix, AZ 85034
Phone: 1(833) 605-0625
Upon receiving the request, the criteria used for determination will be distributed to the provider by phone, mail, email, fax or electronically.