



UM Communications

Our Utilization Department (UM) staff are available from 8:00 am –5:00 pm Monday through Friday to answer Member questions related to the authorization and referral processes. After-Hour nurse is available after 5:00pm Monday through Friday, Weekends and Holidays for Urgent issues. You may also request a copy of the criteria used in the decision-making process. UM staff are bilingual in Spanish and we can help set up an interpreter for you for other languages.

Utilization Management Contact Information

(818) 839-5010 direct line
(855) 813-7809 Toll-Free

Via Fax
(866) 756-0089

Via TDD/TTY
Call the TDD/TTY # on your Member ID card or
dial 711 for Telecommunications Relay Service

Affirmation Statement

- UM decision making is based only on appropriateness of care and service and existence of coverage.
- The group does not specifically reward practitioners or other individuals for issuing denials of coverage of care.
- The group does not offer financial incentives to UM decision makers that encourage decisions that result in underutilization.
- Our practitioners are ensured independence and impartiality in making referral decision that will not influence hiring, compensation, termination, promotion or any other similar matters.