

# ProviderInfoSource®



## Provider User Guide

### Utilization Management

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#### Chapter 11

HealthLink®



ProviderInfoSource is an online tool that gives you and your staff immediate access to information pertinent to your practice

<http://providerinfosource.healthlink.com>

## 11.0 UTILIZATION MANAGEMENT

### 11.1 Utilization Management Tab

This section provides practical information about HealthLink Utilization Management services and procedures, with a listing of medical necessity review options available to clients who incorporate the HealthLink networks into their health benefit programs.

Also included are HealthLink standard precertification listings, medical policies and clinical UM guidelines, UM contact information, UM fax forms, and a Utilization Management tutorial on Interactive Voice Response (IVR).

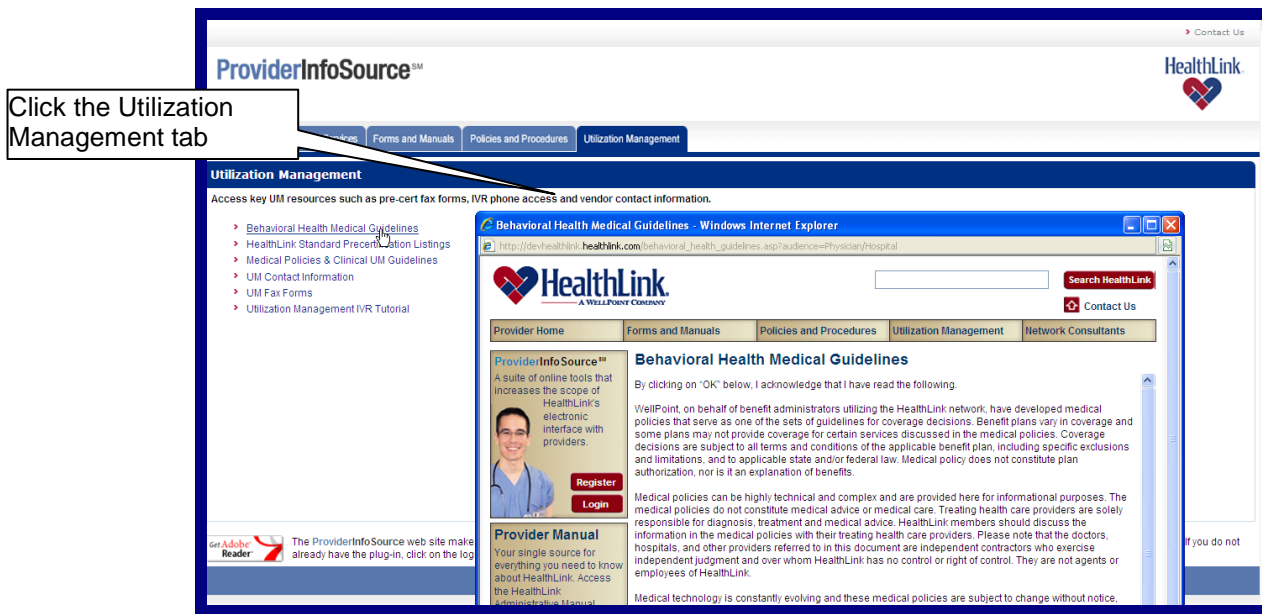


Figure 1. Utilization Management.