

# Advantage Dental

From DentaQuest

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| <b>Policy Name: Utilization Management Processes to Avoid Conflict of Interest</b>   | <b>Policy Number: PL059-Utilization Management Processes to Avoid Conflict of Interest-CARE</b> |
| <b>Type of Policy: Conflict of Interest</b>  | <b>Effective Date: 05/14/2019</b>   |
| <b>Responsible Department: Plan Operations</b>   |   |
| <b>Page Number (s): 1</b>  | <b>Revised Date: 05/14/2019</b>   |
| <b>Approved By: Western Division Compliance Sub-Committee</b>  | <b>Approved Date: 05/14/2019</b>  |
| <b>PURPOSE:</b> To ensure Plan Operations staff do not process claims, preauthorizations, referrals, or appeals for themselves or their immediate family member that could result in a financial gain for the employee or their immediate family.  |   |
| <b>POLICY:</b> Any Plan Operations staff member that has system access and rights to process or approve claims, preauthorizations, referrals, or appeals shall not process any of these items for themselves or immediate family members (as defined in the Employee Handbook).  |   |
| <b>PROCEDURES:</b> If an employee receives claims, preauthorizations, referrals, or appeals for themselves or their immediate family member to process in their normal day-to-day processes, the employee will immediately notify their direct manager and discontinue processing of that item. The manager will assign another employee to work that item in order to avoid a conflict of interest. In the case where another employee is not available to work the item, the manager will process the item. In the case where the manager is not available the Director of Plan Operations will be contacted to ensure the item is processed in timely manner with no conflicts. |   |