The Plan’s Utilization Management (“UM”) Program is designed to encourage covered persons to obtain quality medical care in a cost effective manner. The Plan’s UM company is Capitol HealthCare Review, Inc. (“CHR”) dba Prime Dx. The UM Company does not diagnose or treat medical conditions. You can call Prime Dx at (512) 454-5112 or (800) 477-4625. You can contact Prime Dx in writing by mailing correspondence to P.O. Box 9201 or by sending a confidential fax to (512) 454-1624.

Each covered employee has received an identification card that contains instructions concerning the UM Program. It should be carried by the employee at all times and shown to all health care providers. The UM Program requires that a covered person call Prime Dx in certain instances described below. It is always the covered person’s responsibility to ensure that the call is made in a timely manner; however, the covered person’s family or health care provider can make the call.

**Pre-Admission Review**

*The covered person must call Prime Dx at least five days before a scheduled non-emergency hospitalization.* Prime Dx will review the medical necessity of the proposed admission and length of stay and notify the individual or the provider whether the admission and the length of stay are authorized. If authorization is not requested in accordance with this paragraph, any covered expenses will be reduced as described in the Schedule of Benefits. Penalties will not be applied based on the timing of the call to PrimeDx if there are extenuating circumstances.

**Continued Stay Review**

*If a covered person needs to stay in the hospital longer than originally authorized, the covered person must call Prime Dx.* The UM Company will review the medical necessity of the request and notify the individual or the provider whether the additional stay is authorized as medically necessary. If the authorization for the additional stay is not requested in accordance with this paragraph, any covered expenses will be reduced as described in the Schedule of Benefits. Penalties will not be applied based on the timing of the call to PrimeDx.

**Urgent and Emergency Admission Review**

*The covered person should call Prime Dx on the first business day after an urgent or emergency hospitalization.* Prime Dx will review the medical necessity of the admission and length of stay and notify the individual or the provider whether the admission and the length of stay are authorized. If authorization is not requested in accordance with this paragraph, any covered expenses will be reduced as described in the Schedule of Benefits. Penalties will not be applied based on the timing of the call to PrimeDx.

**Review of Outpatient Services**

*The covered person should call Prime Dx at least three business days before any scheduled procedure list below:*

- Arthroscopy, diagnostic & surgical
- Blepharoplasty
- Cardiac catheterization and/or surgery
- Carpal tunnel surgery
- CT scans (Computerized Tomography)
- MRI’s (Magnetic Resonance Imaging)
- Septoplasty

If authorization is not requested in accordance with this paragraph, any covered expenses will be reduced as described in the Schedule of Benefits. Penalties will not be applied based on the timing of the call to PrimeDx.