



At Prominence Health we're committed to creating an environment of transparency, collaboration, and trust for our members and providers. As part of this commitment, we believe in sharing the information we use to make health coverage decisions and create policies.

By sharing this information, we want to promote informed decision-making, lower administrative burden and create trust. This will help us to achieve our mission of providing high-quality, accessible care to our members.

The following resources are used by our clinical team when we develop medical necessity policies and make medical necessity determinations.

- **CMS National Coverage Determinations (NCD) and Local Coverage Determinations (LCD)** – are coverage determinations by CMS and Medicare Administrative Contractor (MAC) on whether a particular service or item is reasonable and medically necessary, and covered by Medicare in the area that the MAC oversees.
- **MCG** – provides unbiased, evidence-based support for clinical decisions to show safe and effective treatments and guide the right level of care for health plan members.
- **Hayes** – focuses on unbiased clinical research on new and emerging, and controversial technologies and practices.
- **Up to Date** – specializes in evidence-based solutions that drive effective decision-making and outcomes.

Your satisfaction and access to high quality care is important to us. If you have questions or need help, please call 855-969-5882 (TTY: 711). Care Advocate hours are 8 am to 8 pm, seven days a week from October 1 to March 31 and Monday through Friday from April 1 to September 30.