

### Sources of Clinical Guidelines

Type of service	Contracted entity/Internal	Source of guidelines
Inpatient review	All states (except Texas): Conifer	Milliman, FDA, Medicare.
	Texas: UnitedHealthcare Choice Plus Network	Milliman, Medical Policy, UnitedHealthcare policy.*
Therapy review	Orthonet	Proprietary guidelines available upon request for a specific case.
SNF, LTAC, rehab	Orthonet	Milliman.
Pain Management, Spinal surgery	Orthonet	Milliman, NIH, Interqual, proprietary guidelines available upon request for a specific case.
Cancer treatment review	eviti	NantHealth maintains a comprehensive Evidence-Based Library (EBL), which houses more than 2,000 evidence-based oncology treatment regimens, to facilitate review of treatment against national consensus guidelines and evidence-based medicine guidelines from the National Cancer Institute, National Comprehensive Cancer Network, American Society of Clinical Oncology, American Society of Hematology, American Society for Therapeutic Radiology and Oncology, and American College of Radiology.
ABA therapy	Health Integrated	Proprietary guidelines available upon request for a specific case, American Psychiatric Association.
Pharmacy reviews	CVS/Caremark	The Standard of Care per clinical literature, FDA labeling, specialty societies, external clinical experts.
Radiology review	eviCore	Nationally accepted standards from professional society recommendation, peer-reviewed literature, and subject-matter experts.
Genetic testing review	eviCore	Nationally accepted standards from professional society recommendation, peer-reviewed clinical literature, and subject-matter experts.
All other reviews	All states (except Texas): Internal	Milliman, proprietary guidelines available upon request for a specific case.
	Texas: UnitedHealthcare Choice Plus Network	Milliman, Medical Policy, UnitedHealthcare policy.*



The Benefits of Better Health

\*UnitedHealthcare Guideline statement received 9/25/17:

The UnitedHealthcare utilization management program is based on evidence-based medicine guidelines that are applicable to certain conditions having their own sets of guidelines and protocols. These approaches have been certified by the National Committee for Quality Assurance (NCQA). In addition, our methodology for evaluating program performance has been endorsed by the Care Continuum Alliance (formerly known as Disease Management Association of America).

We use clinical practice guidelines consistent with best practices as identified through clinical statements such as the those of the National Institutes of Health (NIH), National Asthma Education and Prevention Program (NAEPP), American College of Cardiology, American Heart Association, American Diabetes Association, Global Initiative for Chronic Obstructive Lung Disease (GOLD), U.S. Preventive Services Task Force (USPSTF), Centers for Disease Control and Prevention (CDC) and the Agency for Health Care Research and Quality (AHRQ). Statements by these outstanding organizations are based on clinical research, published literature, and consensus statements by groups of clinical experts. These evidence-based statements are consistent with our philosophies. We develop, implement and maintain our clinical practice guidelines under the direction of our Medical Technology Assessment Committee. Internally developed and externally licensed clinical practice guidelines are used for benchmarking best practices for engagement, collaboration and clinical discussion with individual members, facilities and physicians. This committee reviews internally developed medical policies annually; however, we update our programs in advance of the annual review as needed.

We receive new releases annually from external vendors and from nationally accredited organizations such as the American Diabetes Association, NCQA and NAEPP. Our quality process warrants that we are alerted of such changes as soon as they are released, at which time guidelines are reviewed in advance of our standard annual review for updates applicable to our internal policies. We also receive input from our medical directors on a weekly and monthly basis on new content and/or changes to our content. Any changes or updates to National Clinical Guidelines and condition management criteria as dictated by such organizations are updated in our system and are shared with the product and operations teams. Our Clinical Affairs department makes certain that all proper guidelines are followed.