

# Utilization Management

## Helping you navigate the healthcare system to ensure cost-effective, quality care

AmeriBen is here to help you get quality healthcare. We have healthcare professionals ready to assess the medical need for you:

- Medical treatment plan
- Treatment setting
- Length of stay

Utilization review is a proactive process where a trained clinician reviews your requested services and medical records. They may consult your doctor if needed and notify you to ensure the care you get is necessary and appropriate. This process includes precertification, concurrent review, retrospective review, and discharge planning. It's all part of your health benefit plan and comes at no extra cost.

### Check if you need precertification

Precertification is done using recognized standards and guidelines, considering your specific situation. We understand your time is valuable and promise quick responses when you need care. Each request we handle is a chance to ensure you receive high quality, suitable care. Your health plan may require precertification for certain medical services. If you're planning a medical procedure, read your plan document or contact us if you're unsure.



### A little help can make a big difference.

Find out if you need preapproval and get answers to your questions:

- Call: 888-235-3813
- Visit: [engage.ameriben.com](https://engage.ameriben.com)
- Email: [medicalmanagement@ameriben.com](mailto:medicalmanagement@ameriben.com)



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