

INTEROFFICE MEMORANDUM

TO: PCP, SCP, Clinical Services and Administrative Staff
FROM: Gloria Shier, Chief Executive Officer
CC: Evelyn Jimenez, IPA Manager, CVPG
Darcie Millett, IPA Manager, GTC IPA
Mary Beltran, IPA Administrator, Noble AMA IPA; Exec. Dir. IPA Administration
Michael Gella, IPA Manager, St. Vincent IPA
DATE: January 5, 2026
RE: Affirmative and Impartiality Statements

AFFIRMATIVE STATEMENT

As utilization management organizations, Physicians DataTrust and Elite Care Health Organization, on behalf of Citrus Valley Physicians Group, Greater Tri Cities IPA, Noble AMA IPA, St. Vincent IPA, Aligned Community Physicians, Elite Physicians Group, Innova IPA, Nexus Health Medical Group, and Redlands Yucaipa Medical Group ensure that all decisions are made based on the available medical information at the time of the request. Should a member ask to see the criteria utilized to make a medical decision; the statement below is attached to that guideline, as required by the National Committee for Quality Assurance (NCQA):

Decisions regarding requests for medical care are based on the medical necessity of the request, the appropriateness of care and service and existence of coverage. There is no monetary reward for non-approval of services. Compensation for individuals who provide utilization review services does not contain incentives, direct or indirect, for these individuals to make inappropriate review decisions.

Utilization review criteria, based on reasonable medical evidence and acceptable medical standards of practice (i.e. MCG and/or applicable health plan guidelines) are used to make decisions pertaining to the utilization of services. Review Criteria are used in conjunction with the application of professional medical judgment, which considers the needs of the individual patient and characteristics of the local delivery system.

IMPARTIALITY STATEMENT

All participating practitioners are ensured independence and impartiality in making referral decisions which will not influence hiring, compensation, termination, promotion or any other similar matters.

These statements are also on our websites: www.cvpg.org, www.gtcipa.com, , www.nobleamaipa.com, www.stvincentipa.com, www.alignedcommunityphysicians.com, www.elitephysiciansgroup.net, www.innovaipa.com, www.nexusipa.com, and www.rymg.com, along with other valuable information for our contracted providers and our members, and can be printed, if needed. Our business hours are Monday through Friday, 9:00a.m. to 5:00p.m. and Administrative staff can be reached at (760) 941-7309 or (800) 458-2307 during business hours. Should you have a question for the Utilization Management Department after hours, you may call (760) 941-7309 or (800) 458-2307 and leave a message for someone to call you back the next business day.