

exceptions and tips, employees can ensure that they are making responsible and informed decisions about their healthcare needs.

Clinical Review

CARE MANAGEMENT – Clinical Review

Northwind Health Plus offers several care management services to ensure that members are receiving the best possible care. One of the primary care management services is Clinical Review. Clinical Review is an important process that helps to ensure that members are receiving the most appropriate care and that their care is in line with established clinical guidelines.

Clinical Review involves a team of healthcare professionals who review services, treatments, and medications to ensure that they are medically necessary and appropriate for the individual's condition. The review team may also look at other factors, such as cost and effectiveness, to ensure that the care provided is in line with established standards.

Clinical Review is available for all care services covered by Northwind Health Plus. This includes preventive care, primary care, specialty care, and hospital services. Clinical Review is also available for services provided by out-of-network providers.

In some cases, Clinical Review may result in a denial of coverage for certain services and medications. If a service or medication is denied, the provider will be notified and will have the opportunity to appeal the decision. The appeal process is designed to ensure that members receive the care that is medically necessary and appropriate for them.

There are a few exceptions to Clinical Review. In some cases, the review team may not be able to review all of the information necessary to make an appropriate decision. In these cases, the review team may be unable to make a decision and the provider may be able to provide coverage for the service or medication without going through the review process. Additionally, Clinical Review does not apply to services that are not covered by Northwind Health Plus, such as cosmetic surgeries or experimental treatments.

It is important to remember that Clinical Review is an important component of quality care. Northwind Health Plus is committed to ensuring that members receive the care that is medically necessary and appropriate for them.

Tips for Employees

- Talk to your doctor about the care you need. Your doctor can help determine if the services you are requesting are medically necessary and appropriate for your condition.
- Ask your doctor if he or she is familiar with the Northwind Health Plus Clinical Review process.
- Make sure your doctor provides accurate and complete information to the review team.