



## It's Easy to Precertify!

Important information  
about your health benefits.

**Hines.**



## UTILIZATION REVIEW (UR): patient's rights and responsibilities

### UR participants have the right to:

- Know we only make decisions based on medical necessity.
- Know whether the claim will be paid.
- Promptness from start to finish.
- Information on the UR process.
- Assistance from our customer service team and nurses.
- Confidentiality - their information is released only to appropriate parties.
- Receive UR services without discrimination.
- Be treated with respect.
- Voice complaints without fear.

### UR participants have the responsibility to:

- Contact us in a timely manner to start the pre-certification process.
- Call us back if we contact them.
- Verify benefits and eligibility with the Fund Office.
- Ensure your provider status is verified and is part of your plan's benefits.



*A member of the Global Excel family*

115 East Highland Ave.  
Elgin, IL 60120

[hinesassoc.com](http://hinesassoc.com)



MOVING  
HEALTHCARE  
FORWARD