

January 10, 2014

TO: All Staff and Providers  
San Benito Medical Associates (SBMA)

FROM: Robert O. Mackler  
Executive Vice President

RE: No financial Incentives to deny care

**No Financial Incentives to Deny Care**

The physicians that are part of our medical groups as well as our own PHA program have **NO** financial incentives for withholding, delaying or denying necessary care. Consumer healthcare is not compromised.

Utilization management decision making is based on the appropriateness of care and service. The medical groups do not reward individual physicians or Pacific Health Alliance for issuing denials. Nor do the medical groups offer incentives to either individual physicians or Pacific Health Alliance to encourage inappropriate underutilization.

There are no provisions or terms in individual physician agreements with the medical groups that offer a practitioner any bonus or incentives to influence a practitioner's decision to withhold, delay or deny necessary service.

Members and practitioners may request the criteria used for medical decision – making at the Medical Group. Any notice will contain the following disclosure language: “The materials provided to you are guidelines used by this medical group to authorize, modify or deny care for persons with similar illness or conditions. Specific care and treatment may vary depending on the individual need and the benefits covered under your contract.”

Participating physicians are ensured independence and impartiality in making referral that will not influence:

- Hiring
- Compensation
- Termination
- Promotion
- Any other similar matters

The staff of San Benito Medical Associates affirms that it will not allow member healthcare to be compromised.

If you have any question regarding this memorandum, please call me at 650 375 5800 so that I can clarify any aspect of it that is unclear to you.

You may send a copy of this memorandum to any subscriber who requests our policy on financial incentives.