

Important online information is a click away

You can find important information on services, standards and processes when you visit our Provider and Facility Manuals at www.securityhealth.org/providermanual.

- Clinical practice guidelines for chronic conditions (diabetes, asthma, depression, ADHD, cardiovascular conditions, COPD, nicotine dependence)
- Preventive service guidelines for patient care
- Descriptions of disease management and care management programs and how to refer patients
- Completing advance directives
- Obtaining a Quality Improvement program description and/or evaluation
- Site visit/medical record keeping standards
- Appointment access standards and availability of providers
- Medicare record documentation standards
- Utilization management: Obtaining a copy of the criteria used in making decisions, availability and how to contact medical director/pharmacist, how to contact the department, non-compensation statement, timeliness of decisions and hours of operation
- New technology, evaluation process and coverage decisions
- Pharmacy management procedures, formulary, exception process, prior authorization
- Statement of member rights and responsibilities; member complaints and appeals procedures