

## CHAPTER 13 - UTILIZATION MANAGEMENT

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Utilization management is a function of prior authorization and concurrent review. The Division's Acute Care Health Plans have developed their own policies and procedures for both prior authorization and concurrent review standards. Providers are expected to follow the Division's policies and procedures.

For Division members enrolled with AIHP, prior authorization is required before rendering any service.

Prior authorization spreadsheet for Home and Community Based Services can be found on the Division's website. (<https://www.azdes.gov/main.aspx?menu=96&id=2470> Service Approval Matrix (Prior Authorization))