

PLAN OPERATIONS	Advantage Dental From DentaQuest			
	<i>Policy and Procedure</i>			
	Policy Name:	Utilization Management Processes to Avoid Conflict of Interest	Policy ID:	PLANCG-59
	Approved By:	Peer Review and Credentialing Committee	Last Revision Date	01/20/2026
	States:	Oregon	Last Review Date:	04/01/2026
	Application:	Medicaid	Effective Date:	04/02/2026

PURPOSE

To ensure Plan Operations staff do not process claims, preauthorizations, referrals, or appeals for themselves or their immediate family member that could result in a financial gain for the employee or their immediate family.

POLICY

Any Plan Operations staff member that has system access and rights to process or approve claims, preauthorizations, referrals, or appeals shall not process any of these items for themselves or immediate family members.

PROCEDURE

If an employee receives claims, preauthorizations, referrals, or appeals for themselves or their immediate family member to process in their normal day-to-day processes, the employee will immediately notify their direct manager and discontinue processing of that item. The manager will assign another employee to work that item in order to avoid a conflict of interest. In the case where another employee is not available to work the item, the manager will process the item. In the case where the manager is not available the department head will be contacted to ensure the item is processed in timely manner with no conflicts.

Revision History

Date:	Description
05/14/2019	Approval and adoption.
12/09/2019	Conversion to revised policy and procedure format and naming convention.
12/30/2020	Updates based on annual review.
11/11/2021	Updates based on annual review.
01/18/2022	Updates based on annual review.
12/31/2022	Updates based on annual review.
11/13/2023	Updates based on annual review.
04/26/2024	Updates based on annual review.
01/10/2025	Annual review.
01/20/2026	Updates based on annual review.