



# The two keys to achieving better health outcomes

## Medical Necessity

Services must be consistent with the standards of good medical practice and not primarily for the convenience of the member or provider.

### Key components include:

- Be appropriate for the diagnosis or treatment of a condition
- Be provided in accordance with accepted standards of medical practice
- Be the most appropriate level of service that can be safely provided
- Convenience over necessity should not be a factor in determining care.

## Clinically Appropriate Care

Care that is based on clinical guidelines, evidence-based practices, and the professional judgment of health care providers.

### Key components include:

- Evidence-based: Care that is supported by scientific research and clinical guidelines
- Person-centered: : Tailored to the individual needs and preferences of the member
- Effective: Proven to achieve the desired health outcomes
- Efficient: Delivered in a manner that maximizes resource use without compromising quality

## Importance in Enhancing the Health care Experience

**Cost-Effectiveness:** Prevents unnecessary treatments and procedures, reducing healthcare costs.

**Patient Safety:** Minimizes the risk of harm by avoiding unnecessary or inappropriate interventions.

**Insurance Coverage:** Many insurance plans require that services be medically necessary to be covered.

**1-800-280-3782, TTY 711**  
**bhoptions.eapintake.com**



**bhoptions.com**