

Sendero Health Plans (Sendero) would like to remind you about our many topics of interest on our website. You can view and/or download information about the following topics on the website at [www.senderohealth.com](http://www.senderohealth.com).

- Information about Sendero's Quality Improvement Program including goals, processes and outcomes as related to care and service.
- The process to refer members to case management.
- The process to refer members to disease management.
- Information about disease management programs, including how to use the services and how Sendero works with a practitioner's patients in the program.
- Information about how to obtain or view copies of Sendero's specific adopted clinical practice guidelines and preventive health guidelines, including those for:
  - Community Care Collaborative Hypertension Protocol
  - Community Care Collaborative Heart Failure Protocol
  - Diabetes Clinical Guidelines for Children and Adults: TX Diabetes Council
  - National Heart Lung Blood Institute (NHLBI) Asthma Care Guidelines
  - Centers for Disease Control and Prevention: Immunization Schedule for Adult 19 through over 65
  - Agency for Healthcare Research and Quality and U.S. Preventive Services Task Force: Adult Preventive Care Guidelines: Ages 21- Over 65
  - Institute for Clinical Systems Improvement: Preventive Services for Children and Adolescents
  - Institute for Clinical Systems Improvement: Routine Prenatal Care guidelines
  - Adolescent Depression
  - Attention Deficit Hyperactivity Disorder (ADHD)
- Information about Sendero's medical necessity criteria, including how to obtain or view a copy.
- Information about the availability of staff to answer questions about UM issues.
- The toll-free number to contact staff regarding UM issues.
- The availability of TDD/TTY services for members.
- Information about how members may obtain language assistance to discuss UM issues.
- Sendero's policy prohibiting financial incentives for utilization management decision-makers.
- Information about Sendero's pharmaceutical management procedures including our drug list along with restrictions and preferences; how to use pharmaceutical management procedures; an explanation of limits and quotas; how practitioners can provide information to support an exception request; and Sendero's processes for generic substitution, therapeutic interchange, and step-therapy.
- A description of the process to review information submitted to support a practitioner's credentialing application, correct erroneous information and, upon request, to be informed of the status of the credentialing or recredentialing application.
- Sendero's member rights and responsibilities statement.



If you have any questions about accessing our website or if you would like more information, please call the Provider Relations Department at 1-855-895-0475. The most recent information about Sendero and our services is always available on our website.