

## Request for Utilization Review and Management Guidelines

California H&S code (1363.5(b)(5)), requires that the criteria or guidelines used for the purposes of utilization review or utilization management functions are available to the public upon request. The request should be directed to the address below and identify the specific service and /or procedure for which the information is being requested. The materials provided are guidelines used by this plan to authorize, modify, or deny care for persons with similar illnesses or conditions. Specific care and treatment may vary depending on individual need and the benefits covered under an individual's contract.

Delta Dental Grievance & Appeal  
11155 International Drive  
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Delta Dental of California  
Headquarters:  
100 First Street  
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17871 Park Plaza Drive  
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Cerritos, CA 90703  
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Commercial Programs  
Claims Processing/  
Customer Service:  
P.O. Box 997330  
Sacramento, CA 95899-7330

Offices in:  
Cerritos, Fresno,  
Rancho Cordova,  
San Diego and  
San Francisco