



There is a process for to obtain specific guidelines through request from Hines as follows:

https://forms.hinesassoc.com/form_utilization_review.aspx

- Hines uses MCG as UR criteria. However, if the review proceeds to a physician, other applicable standards as well as mitigating circumstances are also considered. If you have questions, please call 800-944-9401.
- Once the criteria is requested, it will be provided via fax, mail or through our Web-Based FTP portal.
 - If through the Web-Based FTP portal - the requestor will be provided with a unique username and password, along with a link for the Web-Based FTP portal and step-by-step instructions on how to access the specific criteria.