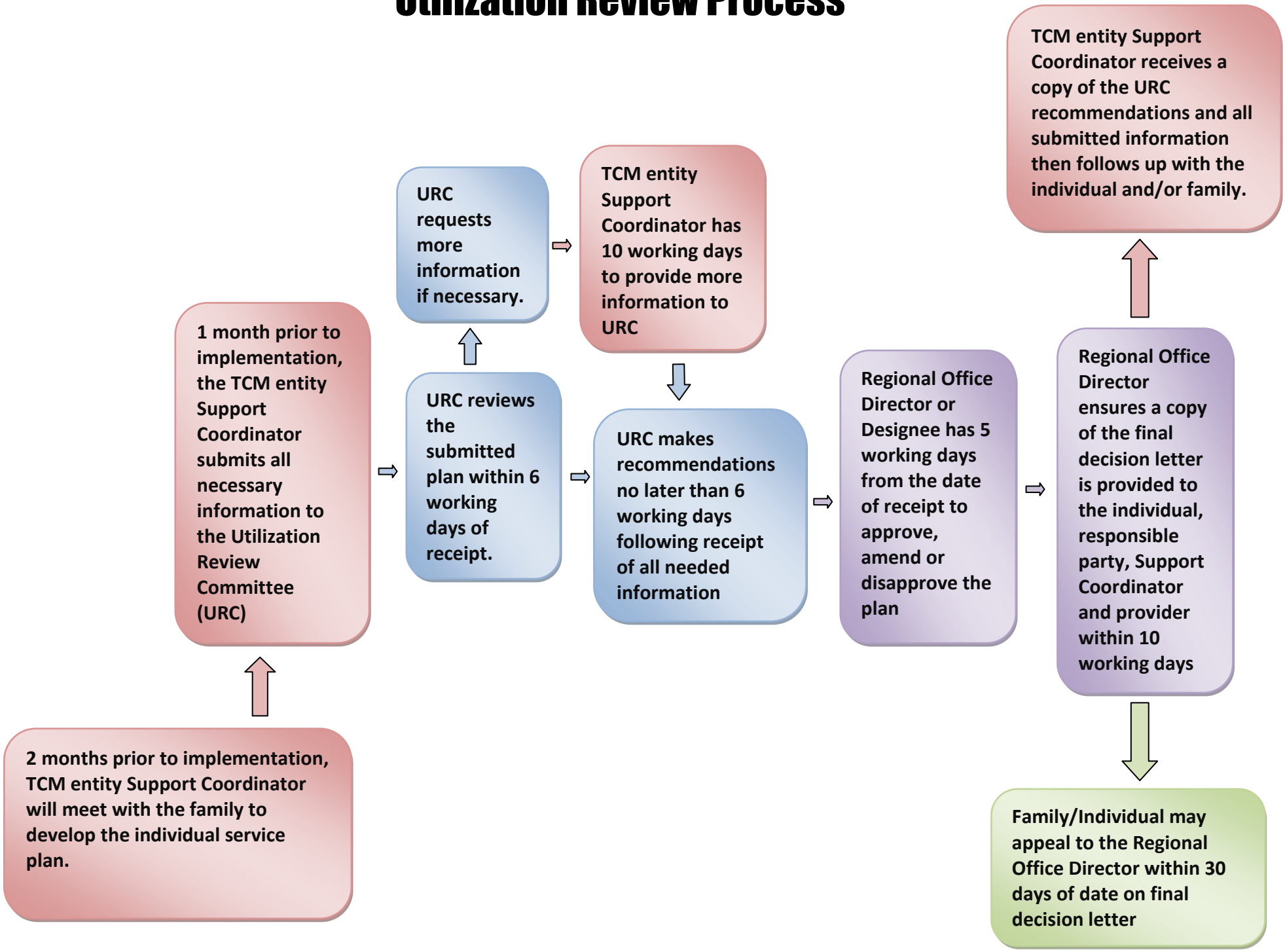Utilization Review Process