

UOP News

February, 2005
Volume 4, Issue 1

Newsletter for Provider Office Staffs
United Oakwood Providers, LLC
Yasser Hammoud, M.D., Medical Director

OHSCare Services Requiring Authorization

Listed below are services that require **prior** authorization when ordered/provided to OHSCare members. *It is the ordering provider's responsibility to obtain authorization, and provider rendering service responsibility to confirm authorization approval.*

- ⇒ **MRI/MRA**
- ⇒ **Bone Density**
- ⇒ **CT Scans** (Note: CT requests to be performed in a physician office setting are not payable)
- ⇒ **Injections**
 - ✓ Blood Clotting Factors
 - ✓ Botox
 - ✓ Depo Provera
 - ✓ Growth Hormones
 - ✓ Ped-Intron, Pegasys
 - ✓ Rebif
 - ✓ Remicade
 - ✓ Rituxin
 - ✓ Synagis
 - ✓ Viscosupplementation (Supartz, Hyalgan, Synvisc)
- ⇒ **Nuclear Studies** – prior authorization required when performed in physician office setting
- ⇒ **Durable Medical Equipment** – Contact Oakwood Home Medical Equipment (313) 271-3550
- ⇒ **Home Care Referral** – Contact Oakwood Homecare Services (313) 996-3067
- ⇒ **Hospice Care** – must be a PPOM provider
- ⇒ **Home Infusion Therapy** – Contact Chartwell (313) 271-9000
- ⇒ **Physical/Speech/Occupational Therapy**
- ⇒ **Outpatient Surgery/Procedures** – providers must contact UOP for authorization prior to rendering service to determine if the surgery/procedure is considered cosmetic.
- ⇒ **Admissions** – **Elective admissions** to a hospital, rehabilitation or skilled nursing facility require prior authorization. **Emergent admissions** must be reported within 24 hours of admission or the next business day.
- ⇒ **Out of Network** – all out of network services require prior authorization.

OHSCare Primary Care and Specialty Providers have a contractual responsibility to refer OHSCare members to participating OHSCare physicians, ancillary and hospital providers.

Attached to this newsletter is a listing of specific services requiring authorization for OHSCare, please share with staff responsible for obtaining/confirming authorizations.

Malpractice/Business/Health Insurance



*Are you paying too much?
Do you wonder what choices may be available?
Is the coverage going to be there when you need it?
Wondering who to turn to?*

You have told us that you want to deal with someone that will personally assist you in objectively and correctly analyzing the unique insurance needs of your practice but you don't know where to go or who to ask for assistance. In response, UOP has contracted with a consultant to help you find the best values in insurance for our members. Dean Schink is a Licensed and Certified Insurance Counselor that specializes in providing professional liability insurance, business insurance, worker's compensation, health, life and disability income insurance for physicians in Michigan for the past 15 years.

In only nine months of assisting UOP members, Mr. Schink reports that he has helped our members collectively save almost \$750,000 on their professional liability and business insurance. In addition to the substantial premium savings he has usually been able to provide for them, countless members have told us that they enjoy the personal attention from Mr. Schink, his unbiased analysis and they tell us that they feel very secure with his recommendations for coverage.

Although he cannot guarantee a premium savings on average of over \$8,000 for each member, Mr. Schink will personally meet with you to review your current coverage, suggest options and ensure your transition to premium savings is headache free. As a benefit of your membership, this service is provided free of charge for UOP members.

Please contact him immediately about the Oakwood Professional Liability Insurance Program, which potentially offers a UOP discount; Loss Free discount; ER on call discount and Consent to settle option. The program also offers claims made with a pre-paid tail policy or claims made with prior acts coverage to ensure an easy transition from a current claims made policy into the Oakwood program- with no lapse, gaps or expensive tails to purchase. UOP has reviewed what is available in the market. **The UOP premiums are SUBSTANTIALLY less than what most of our members are currently paying to their current carriers. Plus, additional credits of 20% may be available.**

Please complete the attached UOP Assessment form and fax it to Mr. Schink so that you can start saving money today! He can also be reached by telephone at: 248-889-8578 or e-mail at dmsatspecialized@msn.com. Refer to the UOP Program when you contact Mr. Schink. **All terms and conditions are subject to underwriting approval.**

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UOP Health Plan Contacts

Listed below are the names of the Provider Service Representatives from each of the UOP contracted health plans. If you need an updated directory, provider orientation, or have issues you are unable to resolve through normal processes, you can contact the Provider Representative for assistance.

<i>Aetna</i>	Shaniya Jarrett (248)208-8624 jarretts@aetna.com
<i>BCN</i>	Joe Marnon (248)455-3500 jmarnon@bcbsm.com
<i>CAPE Health Plan</i>	Jossette Jones (248)386-3031 jojones@capehealth.com
<i>Care Choices</i>	Judy White (248)489-5124 whitejc@trinity-health.org
<i>HAP</i>	Sandy Bentley (313)664-8765 sbentle1@hap.org
<i>M-CARE</i>	Christina Healy (734)332-2949 chealy@mcare.med.umich.edu
<i>OHSCare</i>	Theresa Lartz (313)240-9638 lartzt@uopllc.org



Are you doing any of the following by phone:

- Confirming Eligibility
- Requesting and/or confirming referrals and authorizations
- Stating claims

If you answer "yes" to any of the above questions, and have internet access in your office, you need to contact the provider representatives listed above. The reps from Aetna, BCN, CAPE, Care Choices, HAP & M-CARE will assist you in not only obtaining a login/password specific to their health plan, but will also schedule time with you and your office staff(s) to train on how to use their health plan internet system. **Utilizing the internet to access health plan eligibility, benefits, referrals/auths, & claims, rather than the phone, has the potential of cost savings to your practice since. Not to mention cutting down on the time you spend on hold...**

United Oakwood Providers, LLC Telephone Numbers

Main Number	(313) 240-9867
Fax Number	(313) 240-9869
Credentialing	(313) 240-9630
Provider Services	(313) 240-9638
OHSCare Authorizations	(313) 240-9873

www.uopvalue.com

Provider Changes/Updates

- Moving to a new location?**
- Adding a new practice location?**
- Changing your tax id?**
- Changing your reimbursement address?**
- PCPs - closing your practice to new patients?**

One of the many values UOP offers to its contacted providers is the handling of provider changes/updates with the UOP contracted health plans. If your practice anticipates any of the above circumstances occurring contact Theresa Lartz, UOP Provider Services at (313) 240-9869.

UOP will notify the health plans your physician(s) is contracted with thru UOP of any updates, as well as confirm the health plan makes the appropriate change(s) to their system specific to practice address, phone/fax, tax id, change in pay to address, or for PCPs opening/closing practice to accepting new patients.

Reminder...

As part of UOP's delegated credentialing agreement with Aetna, Cape, Care Choices, HAP, Preferred Choices, and PPOM, over 500 UOP physicians will be recertified with UOP during 2005.

When your physician receives a UOP credentialing packet, please ensure your physician completes the packet, supplying all requested information, and return by the due date requested on the cover letter. **Any questions, give Vicki Abbas, UOP's Credentialing Coordinator, a call at (313) 240-9630.**

UOP's Provider Directory is available on our web site at www.uopvalue.com

The directory provides a complete listing of UOP contracted physicians, as well as, identifying their UOP contract status with UOP for Aetna, BCN, Cape, Care Choices, HAP HMO, HAP PHP, OHSCare, and Preferred Choices.

For practices that do not have access to the Internet, contact us at (313) 240-9867 to request a copy be mailed to your office.

UNITED OAKWOOD PROVIDERS

Dean M. Schink, CIC, LIC - Consultant

840 Lone Tree Road
Milford, Michigan 48380

(248) 889-8578 – phone

(248) 889-9499 – fax

MEDICAL PROFESSIONAL LIABILITY INSURANCE ASSESSMENT

- Please:*
- 1.) COMPLETE this form
 - 2.) Attach a COPY of you current DECLARATIONS PAGE (your policy cover sheet)
 - 3.) FAX to Dean Schink at 248-889-9499

GENERAL INFORMATION

First Name Middle Initial Last Name Degree

Primary Office Address

City State Zip Code County

() ()

Business Phone Fax Number Contact Person

Specialty: _____ Sub Specialty: _____

Hours worked per week: _____ American Board Certified: Yes No

INSURANCE INFORMATION -Please also Fax Current DECLARATIONS PAGE

• Current Coverage: Company: _____

Policy Period: ___/___/___ to ___/___/___

Occurrence Claims-Made- (Retroactive Date: ___/___/___) Claims-Made with Pre-Paid Tail

Limits: \$ ___ / ___

Annual Premium: \$ _____

LOSS INFORMATION

Have there been any claims resulting in settlement in the past 5 years? No Yes; Number ___