

UOP News

January, 2004
Volume 3, Issue 1

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

Settlement Checks still Unclaimed

•It was announced in the November, 2003 Newsletter that UOP was distributing over \$1.5 million to its providers for the **2002 Settlement**.

•In addition to the November announcement, UOP also placed Flyers in the Physician Lounge at all four Oakwood hospitals the week of October 27th.

UOP still has checks at our office. To ensure your practice receives its 2002 Settlement check; contact us at (313)240-9867.

UOP 2003 Settlement Methodology

As announced in our November, 2003 Newsletter, detailed below is UOP's Settlement Distribution Methodology for 2003. This methodology continues the trend to incentive physicians who achieve excellent utilization performance. UOP expects this trend to continue.

➔PCP Distribution

- 50% combined Risk Pool Surplus
- 25% Specialist costs per member per month relative to peers
- 25% inpatient days per thousand relative to peers

➔Specialist Distribution

Distribution on encounter basis if cost per patient per year is less than the mean within their specialty.

➔Hospital Based Providers

Distribution if cost is less than health plan average.

UOP Preferred Specialty Directory

At the request of Primary Care physicians and purchasers, an updated Preferred Specialty Directory is expected out February, 2004. Specialists will have a review and comment period before distribution.

SPECIALISTS... watch your mail... A mailing to all Specialty Care physicians (SCP) will occur the week of January 12th providing each SCP with their January thru October 2003 cost per patient data. This data will include HAP and M-CARE combined data, and will include blinded peer data.

Contracted Labs...REMINDER

Oakwood Reference Laboratories is the *exclusive* laboratory provider under all of UOP's contracts:

- Aetna
- Cape Health Plan
- Care Choices/Preferred Choices
- HAP
- M-CARE
- OHSCare

In all instances, laboratory services/specimens for members assigned within the UOP Network should only be sent to Oakwood Reference Labs.

Out-of-Network Laboratory requests, not prior authorized, will be considered non-compliance.

Attached to this newsletter is a complete listing of the Oakwood Reference Laboratories drawing stations.

M-CARE Secure HMO

Effective January 1, 2004, M-CARE's *Senior Plan* was discontinued. M-CARE offered those members M-CARE *Secure* HMO to become effective January 1, 2004.

➔M-CARE *Secure* is a complementary plan to traditional Medicare

➔All M-CARE providers who accept Medicare can provide services for M-CARE *Secure* members following M-CARE HMO policies and procedures

➔M-CARE *Secure* is secondary to Medicare. As with all complimentary plans, Medicare should be billed first, then M-CARE *Secure* with the Medicare Explanation of Benefits.

➔M-CARE *Secure* members will be included on Primary Care physicians' monthly membership list.

If you have any questions on this new product contact Christina Healy, M-CARE's Provider Service Rep. at (734) 332-2949 or United Oakwood Providers (313) 240-9867

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UOP Value Provided

During 2003, United Oakwood Providers delivered to our network some exciting opportunities to substantively reduce office expenses. Those opportunities included:

Physician Sales & Service, Inc and Cardinal Health

The agreements entered into with these companies offers hospital discounted pricing for medical supplies to UOP physician practices. Your practice can enjoy significant cost savings for your supply needs including: *medical/surgical products, office supplies, laboratory supplies, as well as, imaging supplies.* Contact representatives are:

•**Physician Sales & Service, Inc**

Paul Gedrich
(800) 963-6729, ext 7557

•**Cardinal Health**

Alicia Lincoln
(800) 442-2190, ext 7545

Priority Healthcare

Pharmaceutical supplies at deep discounts for UOP physician offices. The UOP contact for services offered to our network physicians is:

•**Chuck Catanese**

(877) 645-3415

Professional Liability Insurance - Additional 5% discount is available to UOP physicians through Oakwood Assurance for professional liability insurance

We continue to consider numerous ways to improve business for physicians working with us.

United Oakwood Providers, LLC
500 Town Center Dr, Ste 425
Dearborn, MI 48126

Telephone Numbers

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

www.uopvalue.com

HAP Billing Symposiums Scheduled

A flyer was mailed to all Health Alliance Plan participating offices inviting them to attend meetings to learn what HAP is doing to improve the claims payment process.

Meeting dates/locations are as follows:

•**January 27, 2004, 1 pm – 4 pm**

St. George Cultural Center, Bloomfield Hills, MI

•**January 28, 2004, 9 am – noon**

Ukrainian Cultural Center, Warren, MI

•**January 29, 2004, 1pm – 4 pm**

Crystal Park Banquet Center, Allen Park, MI

To register for one of the sessions, or obtain additional information on the meetings, contact HAP's Provider Relations Department (313) 664-8075

UOP Health Plan Contacts

Listed below are the names of the Provider Service Representatives from each of the UOP contracted health plans. These representatives can assist you *if you have a specific health plan question, need an updated provider directory, or an orientation to their health plan.*

Aetna.....Shaniya Jarrett (248)208-8624
jarretts@aetna.com
Cape Health Plan....Pat Embry (248)386-3038
pembry@capehealth.com
Care Choices.....Judy White (248)489-5124
whitejc@trinity-health.org
HAP.....Sandy Bentley (313)664-8765
sbentle1@hap.org
M-CARE.....Christina Healy (734)332-2949
chealy@mcare.med.umich.edu
OHSCare.....Theresa Lartz (313)240-9638
lartzt@uopllc.org

Oakwood Reference Laboratories Drawing Stations

ALLEN PARK

Oakwood Laboratories
15915 Southfield Rd
Allen Park, MI 48101
(313) 294-1104

BELLEVILLE

Oakwood Healthcare Center –Belleville
201 Third St
Belleville, MI 48111
(734) 697-9047

CANTON

Oakwood Healthcare Center –Canton
7300 Canton Center Rd
Canton, MI 48187
(734) 454-8024

DEARBORN

Oakwood Laboratories
1331 Monroe
Dearborn, MI 48124
(313) 724-4055

Oakdale Medical Village
25045 Ford Rd Ste 200
Dearborn, MI 48128
(313) 791-5017

Oakwood Hosp&Med Ctr Prof Building
18181 Oakwood Blvd Ste 107
Dearborn, MI 48124
(313) 593-7949

SOUTHGATE

Oakwood Healthcare Center -Southgate
15777 Northline Rd
Southgate, MI 48195
(734) 246-8660

TAYLOR

Oakwood Heritage Hospital
10000 Telegraph
Taylor, MI 48180
(313) 295-5389

TRENTON

Oakwood Southshore Prof Building
5400 Fort St Ste 220
Trenton, MI 48183
(734) 671-3869

WAYNE

Oakwood Annapolis Hospital
33155 Annapolis St
Wayne, MI 48184
(734) 467-4234

WESTLAND

Oakwood Healthcare Center -Westland
2001 S Merriman Rd Ste 100
Westland, MI 48186
(734) 727-1025

**Physician offices interested in having an Oakwood Lab pick-up box at their site, can
contact Oakwood Laboratories' Client Services at (800) 245-3725**