

*Our Organization is Committed to "Patients First"
with UOP Certified Physicians*

Newsletter for Provider Office Staffs
United Oakwood Providers, LLC
Yasser Hammoud MD, Medical Director

Health Plan Updates

Summarized in this issue of *UOP News* are recent updates with the various UOP contracted health plans.

Blue Care Network Topics detailed in BCN's May-June 2005 Network News included:

- ✓ BCN moving to BCBSM Bill Pins and BCBSM license number for claim submitted beginning July 1, 2005. BCN will continue accepting claims billed with the old BCN "P" and "G" numbers through September 30, 2005.
- ✓ The change to BCBSM PINS for referral and authorization submissions, will also occur within the months of July-September, 2005.
- ✓ A list of physician providers, with their BCBSM PIN to be used for referral purposes will be available from BCN after July 1, 2005. To obtain a copy, your office can contact Lori Yungkans, UOP's BCN Representative **after July 1st**, at (248)455-3494.

Cape Health Plan In its *May 2005 Newsletter*, CAPE requested providers support its initiative in ensuring Early & Periodic Screening & Diagnostic Testing (EPSDT). Cape continues its current Bill Above Programs for well child exams and immunizations. CAPE requests Primary Care Providers:

- ✓ Submit claims with appropriate EPSDT CPT-4 and ICD-9 codes, along with date of service within 45 days of rendering service to receive Bill Above incentive payment
- ✓ The 8 EPSDT services for ages 0-15 months must be provided before or on the 15th month birthday
- ✓ EPSDT services for ages 18 months to 17 years must be provided on or after the birthday
- ✓ *Services outside the above stated parameters will not be processed for the Bill above Payment by CAPE.*

Care Choices HMO The following topics were reviewed in Care Choices' May 2005 Newsletter

- ✓ Care Choices provided an updated Quick Reference Guide of Services Requiring Referral/Authorization for its HMO product
- ✓ Effective July 1, 2005, Care Choices announced it will no longer accept referrals via fax, phone, nor mail from PCP offices already trained on Care Choices Internet Self Service (ISS) system

HAP

- ✓ HAP recently mailed a communication to all Primary Care Offices identifying services payable when provided by HAP HMO PCPs to their assigned members
- ✓ HAP mailed an updated listing of Gynecologic and Obstetrical that can be provided without referral to all HAP OB/Gyns during May 2005

M-CARE To protect the privacy and security of enrollees, M-CARE has moved to new enrollee identification numbers effective May 1, 2005.

- ✓ To access M-CARE's internet system *NetManager*, the new enrollee ID is required. M-CARE's *May 2005 Billing News* provided instructions on how to obtain new enrollee IDs via *NetManager*.
- ✓ When calling M-CARE's automated phone system to verify eligibility, if the old ID is entered, the system will provide callers with enrollees' new ID.

OHSCare

✓ OHSCare Health Benefit Plan implemented a listing of routine services payable to Primary Care Physicians (PCP). Effective May 1, 2005, any services provided by PCPs not on the listing are not payable and are not billable to OHSCare members.

✓ Effective for dates of services May 1, 2005 and after, Cardiovascular Nuclear Imaging will only be payable when provided at one of the Oakwood hospitals. Any physician providing/performing Cardiovascular Nuclear Imaging services in their office and/or ambulatory setting will not be reimbursed and OHSCare members cannot be billed.

✓ **Included with this newsletter is an update to OHSCare's listing of Services Requiring Prior Authorization.**

***To obtain copies of health plan communications reviewed in the newsletter, contact Theresa Lartz
UOP Provider Services at (313)240-9638.***

REMINDER...UOP Contracted Labs

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

- ✓ Aetna
- ✓ BCN
- ✓ 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. Any lab services not sent to Oakwood Reference Labs, not prior authorized, will be considered non-compliance.

A complete listing of Oakwood Reference Laboratory drawing stations is available on UOP's web site at www.uopvalue.com. Click on Physician Directory and review the Allied/Ancillary Professionals Section.

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UOP Health Plan Contacts

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<i>HAP</i>	Sandy Bentley (313)664-8765 sbentle1@hap.org
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<i>OHSCare</i>	Theresa Lartz (313)240-9638 lartzt@uopllc.org

Physician Credentialing

Vicki Abbas, UOP's Credentialing Coordinator, continues providing value to our providers by meeting NCQA requirements and delegated credentialing agreement requirements with Aetna, Cape Health Plan, Care Choices, HAP, Preferred Choices, OHSCare and PPOM. Part of the delegated agreements include not only initial credentialing, but also recredentialing of UOP physicians every two years. Her goal for 2005 includes recredentialing over 500 UOP physicians, to date she has completed over 259 recredentialing applications.

When your physician receives a UOP recredentialing packet, please ensure the packet is completed, supplying all requested information, and return by the due date requested on the cover letter. **Any questions, give Vicki a call at (313)240-9630.**

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



Are you still doing any of the following by phone:

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

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.

If your practice has access to the internet, you are encouraged to contact the health plan representatives to obtain access to their provider internet web sites. 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 for training to give you hands-on training on how to use their health plan internet system.

New Provider Service Representative

UOP is pleased to announce the addition of Linda Mroueh to our Provider Service Department. Please join us in welcoming Linda to the UOP organization.

Linda can be reached at (313)240-9635 or via the internet at mrouehl@uopllc.org.

Marketing Campaign

Our organization is committed to putting more patients in your waiting room. To that end, UOP is exploring ways to market our physicians. Any suggestions you would like to share with us are welcome. Contact us at (313)240-9633.

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, M-Care, 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.