

UOP News

March, 2004
Volume 3, Issue 2

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

UOP New Hire

Director of Clinical Management Services

UOP is pleased to announce the addition of Sue Muscat, RN, Director of Clinical Management Services. Sue joins our organization, bringing with her a wealth of knowledge and experience; clinical experience in ER, oncology and general medicine. Sue is assisting in managing inpatient performance for our UOP risk contracts, along with working with our physicians to improve utilization performance.

High Intensity Patients

Terry Gordon, MD, UOP Associate Medical Director, announced through its Case Management efforts, UOP often identifies high intensity members. These are patients that have a difficult to manage disease or clinical condition. From time-to-time UOP may be contacting your practice's patients, as well as your practice, to inquire if there are ways UOP might provide additional support to aid in helping the patient to become and stay well.

Health Plan Provider Directories

Provider directories are available on-line, via the internet, for all of the contracted UOP health plans. As well, many of the internet sites allow you to perform a provider search by specialty and/or name.

www.aetna.com
www.carechoices.com
www.capehealth.com
www.hap.org
www.mcare.org
www.preferrechoices.com

On our website www.uopvalue.com, we provide your practice with a UOP Provider Directory that identifies our contracted physician membership, by specialty, and their participation status through the UOP contracts. This directory provides you with "one-stop viewing" of physicians contracted through UOP for Aetna, CAPE, Care Choices, HAP, M-CARE, and OHSCare.

UOP Contracted After Hours/Urgent Care

In an effort to provide access for non-emergent patient care, away from area emergency rooms, UOP has put in place contacts with the following after hours and urgent care facilities. Most health plans charge patients lower copays for urgent care, compared to emergency rooms.

⇒ **Child and Teen After Hours**

25614 Ford Rd
Dearborn Heights, MI 48127
Phone: (313)561-4690
Hours: M-F 6-9 pm
Sat 2-7 pm
Sun 12noon-6 pm

⇒ **Southgate After Hours Clinic**

15777 Northline Rd
Southgate, MI 48195
Phone: (734)324-9576
Hours: M-F 6-10 pm
Sat 12noon-8 pm
Sun 12noon-8 pm

⇒ **Lincoln Park Urgent Care**

1907 Southfield Rd
Lincoln Park, MI 48146
Phone: (313)383-3333
Hours: daily 10 am – 10 pm

⇒ **The River Urgent Care & Medical Clinic**

3645 West Rd
Trenton, MI 48183
Phone: (734)671-4900
Hours: daily 10 am – 9 pm

Health Alliance Plan

On March 1, 2004, Health Alliance Plan transitioned the HAP Downriver and HAP Western Wayne Network Primary Care Physicians into our UOP/Oakwood HAP Network. UOP assisted these PCPs by providing a way for the provider to continue to participate.

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M-CARE

Referral/Authorization Updates - The services below were added to M-CARE's listing of services that require prior authorization in January, 2004:

- ⇒ Physical Therapy
- ⇒ Occupational Therapy
- ⇒ Speech Therapy
- ⇒ Pulmonary Rehabilitation
- ⇒ Dialysis
- ⇒ Cardiac Rehabilitation

Authorization can be obtained by calling M-CARE's Authorization Line at (800)527-5549, ext. 2271.

Diabetic Vision Exams – Referrals are no longer required for members diagnosed with diabetes for dilated eye exams. Notice was sent to current diagnosed diabetic members (ICD-9 250-250.99), along with a MAHP Diabetic Retinopathy evaluation form.

Contact M-CARE's Provider Services at (800)688-3290 to request a copy of the evaluation form and fax to the members Primary Care Physician.

Electronic Claim Interchange (EDI) - In their March, 2004 Newsletter it was announced that M-CARE is encountering a major issue with EDI claim submissions; the patient's 11-character member number is missing. Without this information, they are unable to accept the claims.

If your practice has not already done so, you are encouraged to contact your billing software vendor to confirm claim submissions include the patient's 11-character number. Details of this requirement can be found in M-CARE's companion guide at www.mcare.org.

United Oakwood Providers, LLC
500 Town Center Drive, Suite 425
Dearborn, MI 48126

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

CAPE Health Plan

CAPE Provider Services recently mailed to all participating providers their CAPE Provider Identification Number (PIN). ***If you did not receive your physician's individual PIN, you should contact CAPE to obtain (888)354-2273, option 4.***

Reminder - As of January, 2004 CAPE no longer mails Member Eligibility Lists to Primary Care Physicians. This information is now available via the internet through CAPE's **ProviderNet**. If your practice has not already done so, contact CAPE's Provider Service Department to sign up for **ProviderNet**. With this on-line application, CAPE providers can access:

- ⇒ Member Eligibility
- ⇒ Status Claims
- ⇒ Review Utilization Reports

Effective April 2004, CAPE will institute **CAPELine**, its new Interactive Voice Response System. You will be able to contact **CAPELine** directly 24 hours a day. Providers must know their CAPE provider number (PIN) to access the **CAPELine** system.

Effective July 1, 2004, all claims submitted to CAPE that do not have the provider's CAPE PIN in box 33 of the HCFA-1500 or box 51 of the UB-92 will be returned.

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.

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