

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

United Oakwood Providers, LLC
Yasser Hammoud MD, Medical Director

Record Upcoming UOP Distributions

We are very pleased to reiterate that UOP expects to distribute a record amount of about \$5 million in the fourth quarter of 2005 for 2004 risk pool outcomes.

UOP thanks all physicians working with us for their continuous efforts in improving utilization performance. We are not aware of any other network that has achieved this level of performance.

UOP Delegated Credentialing Audit Success

UOP has delegated credentialing agreements with Aetna, Cape Health Plan, Care Choices, HAP, Preferred Choices, OHSCare and PPOM. Part of the delegated agreement includes an annual audit. There are 10 NCQA standards with several components that UOP must be in compliance with.

All delegated credentialing auditing has been completed for the 2005 year and UOP has successfully complied with all 10 NCQA standards scoring 100% consistently with each health plan.

Job well done to Vicki Abbas, UOP's Credentialing Coordinator for this success as she continues to provide the highest level and quality of work in meeting NCQA requirements.

HAP Patient Satisfaction

It has been communicated from HAP that UOP physicians scored exceptionally high in HAP's most current report on patient satisfaction.

Congratulations to all UOP HAP physicians for the high level of quality service they continue to provide. Keep it up!

UOP Risk Pool Update

UOP has been told by many private physicians they wish to have separate risk pools from the Oakwood employed doctors. This was also a topic discussed at the UOP Contracts Committee. The physicians' discussion centered on whether each UOP risk contract should be divided into two risk pools; members assigned to Oakwood employed (ambulatory/ medical education) PCPs and members assigned to private PCPs. Accordingly, this is being implemented.

Private physicians believe this structure will make UOP more attractive to private physicians. As a result, UOP's business will grow. Both the UOP Contracts Committee and Board expressed confidence that the Oakwood employed physicians will be able to deliver good results with their separate pool.

UOP looks forward to meeting the increased challenges of our health care market. Please call us if you wish to discuss this in any additional detail, or have other business opportunities that we can assist with.

UOP Health Plan Incentive Programs

Through UOP's contracting efforts, there are numerous health plan incentive programs available to our physicians. Some of the incentive programs include:

Blue Care Network:

- ✓ Prescribe Prilosec OTC vs. Prilosec (40mg)
- ✓ Yearly diabetic retinal exam
- ✓ Adolescent immunizations
- ✓ Preventive screening and disease management

Care Choices HMO:

- ✓ Preventive screening and disease management
- ✓ Provider quality and satisfaction

Health Alliance Plan:

- ✓ Managing ER utilization below 250/1000
- ✓ Maintaining a 60% or higher generic prescription rate

M-CARE Health Plan:

- ✓ Preventive screening and disease management
- ✓ Provider quality and satisfaction
- ✓ Hepatitis B immunizations within set M-Care timelines

UOP Claims Recovery

United Oakwood Providers is always working on behalf of its physicians in a significant number of ways. One of the ways includes reviewing whether or not physicians are being paid according to our "best in market" agreements.

UOP discovered Care Choices inadvertently underpaid our physicians in error. On behalf of our physicians, UOP worked with Care Choices to allow these dollars to be distributed back to our physicians.

If you've received a faxed letter stating that you have a distribution and have not contacted us to recover it, please contact us at (313) 240-9633.

United Oakwood Providers, LLC Telephone Numbers

Main Number	(313) 240-9867
Fax Number	(313) 240-9869
Credentialing	(313) 240-9630
Provider Services	(313) 240-9635
OHSCare Authorizations	(313) 240-9873

www.uopdocs.com

UOP News

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FLU SEASON UPDATE!!

It is important that priority be given to groups recommended by the Centers for Disease Control and Prevention for flu vaccine administration. These groups include:

- ✓ All children aged 6-23 months
- ✓ Adults aged 65 years or older
- ✓ Persons aged 2-64 years with underlying chronic medical conditions, such as heart disease, lung disease, kidney disease, asthma, metabolic disorders including diabetes, and anemia and other blood disorders
- ✓ All women who will be pregnant during the flu season
- ✓ Residents of nursing homes and long-term care facilities
- ✓ Children aged 6 months-18 years on chronic aspirin therapy
- ✓ Health-care workers involved in direct patient care, and
- ✓ Out-of-home caregivers and household contacts of children aged less than 6 months

For more information, you can visit CDC's website,

www.cdc.gov/flu

Aetna

❖ Please check that you are submitting paper claims to the correct address:

Aetna
P.O. Box 981107
El Paso, TX 79998-1107

Blue Care Network

❖ Effective **October 1, 2005**, Prilosec (40 mg) is being removed from the BCN formulary. Research was conducted by BCN to show that 2 tablets of Prilosec OTC is just as effective as Prilosec (40mg). To encourage members to switch to Prilosec OTC, BCN is waiving the co-payment for Prilosec OTC up until December 31, 2005.

❖ Effective **October 1, 2005**, BCBSM Pins will be mandatory when submitting requests for referral/auth, as well as claims.

Care Choices HMO

❖ CuraScript has a new toll-free contact number should you have any questions regarding a Care Choices HMO patient's prescription. The number is (866)848-9870.

HAP

❖ Prilosec OTC is now a covered pharmacy benefit
❖ With UOP always working on behalf of its physicians, we have good news to communicate back. Immunization reimbursement fees for certain vaccinations have increased. These vaccination codes are 90645, 90669, 90700-90707, 90716, 90718, 90732, 90733.

M-CARE

❖ As a reminder, when entering member numbers, make sure to enter the number 0 and not the alpha letter O. New member ID numbers do not contain the alpha letter O. Each ID number contains a string of ten number that follow the letter G.

❖ M-Care will launch its new online application M-Care Connect in Fall 2005. It will replace Net Manager. This system will be similar to Net Manager, but will offer enhanced online information processes for member eligibility verification, referral authorization and updating provider demographics.

❖ Effective **October 1, 2005**, the following durable medical equipment (DME) CPT codes have been added to the list of items that can be dispensed in the office based on medical necessity, A4260 and J7302.

UOP Health Plan Contacts

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Care Choices Judy White (248)489-5124
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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

UOP's Provider Directory is available on our web site at www.uopdocs.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, 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.