



2701 E. Elvira Road • Tucson, Arizona 85706
(520) 874-5290 • (800) 582-8686 • Fax: (520) 874-5555
www.universityfamilycare.com

February 22, 2008 Quarterly Provider Mailing

To our University Family Care (UFC) & University Physicians Care Advantage (UPCA) Providers:

There are several important notices in this Quarterly Provider Mailing. Please share this information with your staff at all of your office locations.

National Provider ID (NPI)

Effective on March 1, 2008 all claims must include your NPI.

If you have not all ready done so, please register your NPI with AHCCCS:

- Forward a copy of your NPI email notification to
NationalProviderID@azahcccs.gov
or
- Fax or mail a copy of the enumerator statement to the AHCCCS Provider Registration Unit, PO Box 25520, Phoenix, AZ 85002, Fax: (602) 256-1474.

If you do not yet have an NPI number, you can apply for one on-line at <https://nppes.cms.hhs.gov> or by calling 1-800-465-3203.

If you submit claims after March 1, 2008, without your NPI, you run the risk of having your claims denied and not receiving payment for services which you have rendered. Please obtain and register your NPI today!

Credentialing & Correct Billing Practices

Recently a bulletin was sent to your office which included some important information regarding credentialing and correct billing practices. Please see the enclosed bulletin.

Ask Me 3

UFC has joined forces with the Partnership for Clear Health Communication to help UFC members improve their health literacy skills through a program called Ask Me 3. There are many ways you can integrate Ask Me 3 tools and resources into your practice or organization to improve communication with patients. Improved communication can help increase your patients ability to understand and act upon the information you provide, ultimately improving their health outcomes. Please see the enclosed bulletin for more information.



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E-Services

UFC has made available an electronic inquiry system for enrollment status on the UFC website. This user-friendly, secure application allows healthcare providers the web option to view the UFC enrollment status of members. Providers can obtain information on a member's eligibility and enrollment status, who the assigned PCP is, what other insurance exists, what co-payments may apply, and the applicable drug formulary. This free service can be accessed via the website at www.ufcaz.com or on the UPHP website at <https://eservices.uph.org>. Please see the enclosed bulletin.

Appointment Availability

AHCCCS has standards in place for appointment availability. As a reminder, below are these standards:

PCP

- Routine Appointments: within 21 days of request
- Urgent Appointments: within 2 days of request
- Emergent Appointments: same day of request

Specialist:

- Routine Appointments: within 45 days of request
- Urgent Appointments: within 3 days of request
- Emergent Appointments: within 24 hours of request

OB:

- First trimester: within 14 days of request
- Second trimester: within 7 days of request
- Third trimester: within 3 days of request
- High Risk Prenatal Care: within 3 days of identification of high risk, or immediately if emergent

University Family Care is committed to partnering with you to offer the best possible care and service to the members enrolled with UFC. Please call your Provider Relations Representative if you need any assistance.

Behavioral Health Guidelines (PCPs only)

AHCCCS requires PCPs to effectively coordinate care between your office and Community Partnership of Southern Arizona (CPSA). Effective coordination of care requires periodic information exchange between your office and CPSA providers. In this mailing you will find information listing these requirements. If you need assistance



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meeting these requirements, please contact the UFC Behavioral Health Coordinator at (800) 582-8686 (ask for Rachel Bahadar in Behavioral Health).

No Show Log

To assist your office, UFC has developed a No Show Log to be used when a member has missed appointments. The completed log should be faxed to Member Services at (520) 874-3434. Member Services will contact the member to assist and provide education. The No Show Log is enclosed.

Formularies

Enclosed you will find a University Physicians Care Advantage formulary. You can also access the UPCA formulary on our website at www.upcareaz.com.

The University Family Care formulary will be sent to you in the very near future. In the meantime, you can access the UFC formulary on our website at www.ufcaz.com.

If you have any questions regarding any of the information in this mailing, please call your Provider Relations Representative at the number listed below.

Thank you for the care you provide to UFC and UPCA members.

Sincerely,

Handwritten signature of Steve Sherman in blue ink.

Steve Sherman
Provider Relations Rep
ssherman@uph.org
(520) 874-5540

Handwritten signature of Staci Garcia in blue ink.

Staci Garcia
Provider Relations Rep
sgarcia@uph.org
(520) 874-5524

Handwritten signature of Patricia Llamas in blue ink.

Patricia Llamas
Provider Relations Rep
pllamas@uph.org
(520) 874-5530

BULLETIN



Please ensure that this information is communicated with the Pre-Visit Coordinators, Pre-certification staff, Nurse Managers, Clinic Managers and any other appropriate front office personnel.

TO: All Providers
DATE: 12/21/07

NO: 160
SUBJECT: Credentialing/Correct Billing Practices

This is a reminder bulletin to providers regarding Credentialing and Correct Billing Practices for AHCCCS.

Credentialing

- Providers should not render services to our members until they have successfully completed the credentialing process. If the provider has received temporary or provisional credentialing, he/she may render services.
- If services are rendered prior to receiving temporary/provisional credentials or the completion of the credentialing process, and a claim is received for payment by UPH, the claim will be denied.
- If you are delegated for credentialing, the provider must be credentialed with your organization prior to him/her rendering services to members. Also, please ensure you notify your Provider Relations Representative in a timely manner of the new provider so we can ensure he/she is loaded into our system for claims payment.

Provider Billing Practices

- Box 31 of the CMS form should contain the rendering provider's name
- If services were rendered by an mid-level provider (i.e. NP, PA, etc.) the services should be billed with that mid-level provider's name.
- Box 33 of the CMS form should contain the medical group billing information
- The billing provider should be the provider who signs the medical records
- Services provided by a locum tenens physician must be billed using the Q6 modifier with each service

If you have any questions regarding this bulletin, please contact your Provider Relations Representative.

Tucson

Provider Relations Rep	Email Address	Phone Number
Staci Garcia	sgarcia@uph.org	(520) 874-5524
Patricia Llamas	pllamas@uph.org	(520) 874-5530
Steve Sherman	ssherman@uph.org	(520) 874-5540

Phoenix

Gail Vanko (West Valley)	gvanko@uph.org	(602) 344-8392
Deb Singpradith (Central Valley)	dsingpradith@uph.org	(602) 344-8391
Jennifer Claver (East Valley)	jclaver@uph.org	(602) 344-8387



Dear University Family Care Provider,

University Family Care (UFC) has joined forces with the Partnership for Clear Health Communication to help UFC members improve their health literacy skills through a new program called **Ask Me 3**.

There are many ways you can integrate **Ask Me 3** tools and resources into your practice or organization to improve communication with patients. Improved communication can help increase your patients' ability to understand and act upon the information you provide, ultimately improving their health outcomes.

Here are some easy and productive ways to get started...

Review the brochures written especially for you!

Both the organization brochures and the provider brochures explain the scope and impact of low health literacy, the importance of clear health communication, and the benefits of **Ask Me 3**.

Share the patient brochure!

- The highly informative patient brochure educates patients about the **Ask Me 3** program, and how using the three questions can help them better communicate with doctors, nurses, physicians assistants, pharmacists and other health care or information providers.
- The brochure includes a punch-out **Ask Me 3** reminder wallet card as well as a checklist of preparation steps for their next visit to your office or clinic.
- You can share it with patients by:
 - Handing it out with any instructions or insurance paperwork upon a patient's departure from your office

Conducting a special mailing to patients (mailing to UFC members already scheduled for January 10, 2006)

Hang the poster!

- The **Ask Me 3** poster can be used to stimulate curiosity about **Ask Me 3**, and inform patients and staff about the program. Hang the poster:
 - In your waiting room
 - In the examination room
 - On the ceiling, above the examination table
 - On a door
 - In a bathroom
 - In a staff break room
 - Anywhere patients might see it!

(Partnership for Clear Health Communication)

Your provider representatives are available to assist you with the implementation of the **Ask Me 3** program:

Provider Representatives	Email Address	Phone Number
Staci Garcia	sgarcia@uph.org	(520) 874-5524
Patricia Llamas	pllamas@uph.org	(520) 874-5530
Steve Sherman	ssherman@uph.org	(520) 874-5540

BULLETIN



University Family Care
University Physicians Healthcare Group
Maricopa Health Plan *managed by University Physicians Health Plans*

Please ensure that this information is communicated with the Pre-Visit Coordinators, Pre-certification staff, Nurses Managers, Clinic Managers and any other appropriate front office personnel.

TO: All Providers

DATE: 1/18/2008

SUBJECT: Enrollment Inquiry

Since 2006, UPHP has made available an electronic inquiry system for enrollment status on the plan websites listed below. This user-friendly, secure application allows healthcare providers the web option to view the UPH enrollment status of our members. Providers can determine if a patient is enrolled in one of our plans, who the assigned PCP is, what other insurance exists, what co-payments may apply, and what the drug formulary is.

LOCATE the enrollment inquiry systems through the health plan websites or our eServices site:

Maricopa Health Plan	http://www.mhpaz.com
Maricopa Care Advantage	http://www.mcareaz.com
University Family Care	http://www.ufcaz.com
University Physicians Care Advantage	http://www.upcareaz.com
University Physicians Healthcare Group	http://www.uphcg.com
UPH eservices site	https://eservices.uph.org

If you have yet to enroll in one of the above-mentioned websites, click on the *NEW USER REGISTRATION* label, and complete the registration form. The requested information includes

[University Family Care/University Physicians Healthcare Group](#)
2701 East Elvira Rd / Tucson, AZ 85706

[Maricopa Health Plan](#)
2502 E. University Drive, Suite 125 / Phoenix, AZ 85034

1- 800-582-8686 or 520-874-5290/ fax 520-874-5555

your billing tax identification number and an AHCCCS identification number of one provider in your practice. For the Healthcare Group network, if none of the providers in your practice have an AHCCCS ID, enter six nines (“999999”) in the AHCCCS ID field. Invalid data entered on the form will generate a *failed* registration message and will prompt a telephone call to you from our Claims Customer Service department. Successful registration will generate a confirmation email.

LOGIN to the inquiry system by entering the Username and initial Password supplied to you in the confirmation email. At the time of your initial login, a system prompt will ask you to change your password.

Enrollment Inquiry

- **ENTER** the enrollment inquiry system by clicking on the *ENROLLMENT INQUIRY* label.
- **SEARCH** the inquiry system for your enrollee by entering his/her DATE OF BIRTH and MEMBER ID *or* by entering his/her DATE OF BIRTH and MEMBER FIRST NAME and MEMBER LAST NAME.
- **REVIEW** the member’s displayed information. This data may include the member’s demographics, enrollment status, primary care physician, Medicare prescription benefit plan, other identified insurance coverage, copays and member’s plan drug formulary.

HELP is available throughout the use of the Inquiry application. Contact methods are outlined on the website. In addition, an on-line help tool is offered.

If you have any questions regarding this bulletin, please contact your Provider Relations Representative.

Tucson

Provider Relations Rep	Email Address	Phone Number
Chris Paquette	cpaquette@uph.org	(520) 874-5526
Patricia Llamas	pllamas@uph.org	(520) 874-5530
Steve Sherman	ssherman@uph.org	(520) 874-5540

Phoenix

Gail Vanko (West Valley)	gvanko@uph.org	(602) 344-8392
Deb Singpradith (Central Valley)	dsingpradith@uph.org	(602) 344-8391
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Maricopa Health Plan
2502 E. University Drive, Suite 125 / Phoenix, AZ 85034

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January 15, 2008

Dear University Family Care Primary Care Provider,

University Family Care (UFC) would like to partner with you in providing the highest quality of care for your patients who are also behavioral health recipients through Community Partnership of Southern Arizona (CPSA). As you know, effective coordination of care requires periodic information exchange between your office and CPSA networks (Cope, Codac, La Frontera, Providence, & Pantano). UFC is available to help you meet these requirements:

- ⇒ **PCP Response to Behavioral Health Provider Written Requests for Information**
AHCCCS requires PCPs to respond to written requests within 10 business days of receipt of request from the Regional Behavioral Health Authority (RBHA). Responses should include current diagnosis, medication(s), labs within the last year, progress notes from last visit, last hospitalization, and any other pertinent clinical information.

- ⇒ **Coordinate Care with CPSA Networks: Cope, Codac, La Frontera, Providence & Pantano**
When you have concerns about a member's psychiatric presentation at your office or questions about the psychiatric medications, contact the RBHA prescriber personally to discuss these concerns with them. You may ask the patient who he/she sees and for the telephone number to that clinic, or call the University Physicians Health Plans Behavioral Health Case Manager at (800) 582-8686 (ask for Rachel Bahadar in Behavioral Health) for assistance.

- ⇒ **Behavioral Health Records Sent to Your Office**
As your office receives behavioral health records, AHCCCS requires that they be kept in the member's medical record. If you have never seen the member, behavioral health records should be maintained in an accessible location (an accordion file, etc.) and integrated into the medical record as soon as the member establishes care. It is recommended that each UFC member's medical record contain a separate section for behavioral health information for easy accessibility and coordination of care purposes.

UFC will include these requirements in the next behavioral health medical record audit to ensure compliance with AHCCCS guidelines. Since we are required by AHCCCS to monitor your compliance with these requirements, we will require a corrective action plan from providers/offices that score below 80% on coordination of care requirements.

Thank you for providing excellent health care for University Family Care members.

Regards,

Rachel Bahadar
Behavioral Case Worker
(602) 344-8374
University Physicians Health Plans

University Physicians Health Plans Forms

No Show Log

No Show Log

Practice Name: _____ Week Ending: _____

Patient Name	DOB	AHCCCS ID #	Provider	Appt Date	Did pt. receive reminder call?	Did pt. call to cancel /reschedule?

Please fax to the Member Services Department within 5 days of "No Show Appointment"
 Fax: (520) 874-3434