



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

BULLETIN

DATE: SUBJECT: eServices
TO: All Providers NO: 149 & 07_06

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.

Announcing... University Physicians eServices

University Physicians HealthPlans (UPHP) has made available an electronic inquiry system for claims and enrollment status. This user-friendly, secure application allows healthcare providers the web option to view the status of their submitted claims or the UPH enrollment status of a member.

LOCATE the inquiry systems through the member's health plan website or our eServices site:

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

ENROLL in the inquiry system by clicking on the *NEW USER REGISTRATION* label, and completing the registration form. The requested information includes 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.

Claims Inquiry

- **ENTER** the claims inquiry system by clicking on the *CLAIMS LOOKUP* label found on the webpage.
- **SEARCH** the inquiry system for your claim by selecting the TAX ID and HMO, *plus* a Date Range, a Member ID, or a Provider AHCCCS ID.
- **REVIEW** the claim(s) displayed for the status information. You also have the option to download the list to Excel.
- **SELECT** a claim from the displayed data and click on it to see the claim’s detail. Click *Return to Claim List* to view another claim or do a new search.

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.

| | | |
|-----------|--|---------------------|
| Telephone | 1-800-582-8686 (option 6) | |
| Email | ClaimsInquiry-CustomerService@uph.org | (Customer Service) |
| | ClaimsInquiry-WebAdmin@uph.org | (Web Administrator) |

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 |
| Debra Jaide | djaide@uph.org | (520) 874-5542 |
| Steve Sherman | ssherman@uph.org | (520) 874-5540 |

Phoenix

| Provider Rep | Email Address | Phone Number |
|-----------------|--|----------------|
| Ladonna Saienni | lsaienni@uph.org | (602) 344-8389 |
| Deb Singpradith | dsingpradith@uph.org | (602) 344-8391 |
| Jennifer Claver | jclaver@uph.org | (602) 344-8387 |