



Summer 2008

To our valued Providers:

As you probably know by now, University Family Care (UFC) was awarded a new AHCCCS contract effective October 1, 2008. UFC will no longer be capped to new membership, in fact, we will be growing quite substantially. UFC will now operate in Pima, Santa Cruz, Cochise, Graham, Greenlee, Pinal and Gila counties.



As UFC grows, our relationship with you as a provider is more important than ever. We will continue our commitment to being the easiest, most efficient, most effective health plan for our providers and members.

We look forward to continuing to work with you as an important provider of care for UFC members and we look forward to further advancing quality health outcomes for our members. You will continue to have a dedicated Provider Relations Representative and we encourage you to let us know how we are doing in partnering with you on our member's care.

We thank you in advance for your continued participation with University Family Care.

Sincerely,

Kathleen Oestreich
Chief Executive Officer

Electronic Claims Submission

In an effort to better serve you, University Family Care & University Physicians Care Advantage accepts electronic claims submissions from the following clearing houses:

- Emdeon
 - Medifax, www.medifax.com
 - Envoy/NEIC (previously known as WebMD), www.emdeon.com
- The SSI Group, www.thessigroup.com

If you already have a clearing house other than Emdeon or SSI:

- Contact your clearing house representative and inform them that you would like to begin submitting electronic claims to UPH. Your clearing house will notify Emdeon, who in turn will notify us.

Emdeon (Medifax/WebMD) Identification Number:

- 09830 University Family Care
- 09830 University Physicians Care Advantage

If you do not already have a clearing house:

- Contact Emdeon Sales and Marketing at (800) 444-4336 Option 3.

SSI clients should contact their Customer Service Contact for assistance at (800) 820-4774. If you would like to become an SSI client, contact The SSI Group Sales and Marketing at (800) 881-2739.

SSI Identification Number:

Payor ID/Sub ID

- 99999 0651
- 0651 Sub-identification Number

Cath Lab Opening Soon

University Physicians Hospital (UPH) is excited to announce the opening of a state-of-the-art Cath Lab scheduled for June 2008. Using the latest technologies and a highly trained staff, the Cath Lab will offer heart and peripheral vascular procedures, providing care for patients with arterial blockages in their legs and more importantly in their heart.

Mark Friedman, MD, Cath Lab Director and Chief Cardiologist, has over 30 years of experience in cardiology. He is a Fellow of the American College of Cardiology and also a member of the Council on Clinical Cardiology for the American Heart Association.

Barbara Hoffman is the Manager of the Cath Lab. She has been in cardiac nursing for over 25 years and in Cath Labs for 17 years. Barbara previously opened the Cath Lab at Northwest Medical Center in Oro Valley.

Wendy Gonzales, Chief CV Technologist, is a graduate of Pima Medical Institute in Radiologic Technology. She started her career at University Medical Center in 1992 in the Department of Radiology and quickly moved into Cardiology at the start of their expansion of the Cardiac Cath Lab. She was with UMC for sixteen years before deciding to make the move to UPH Hospital to launch the Cardiac Cath Lab program.

We are pleased to have Dr. Friedman and his staff join the UPH family.

Phone Number Reminder

Member Services

If you have any questions for University Family Care, remember to call us at 1-800-582-8686 or (520) 874-5290. You can also find contact information for your Provider Relations Representative on the back page of this newsletter.

If you are currently using any other numbers to reach Member Services, please replace them with our new numbers.

Asthma Performance Improvement Project

An estimated 392,308 Arizona residents suffered from asthma in 2004, including 297,681 adults and 94,627 children^{1,2} According to the Arizona Department of Health Services, asthma mortality rates in Arizona equaled or exceeded U.S. mortality rates from 1991 through 1998.³ Those with uncontrolled asthma reported significantly higher rates of emergency department visits and hospitalizations, as well as more missed days of school or work in the past year.⁴

Taking the above facts into consideration, it is not surprising that AHCCCS selected asthma as the focus for a Performance Improvement Project (PIP). The purpose of the PIP is to improve control of asthma through appropriate pharmacologic therapy. The eligible population includes members 5 – 56 years of age who were identified as having persistent asthma based on service and medication use. The primary indicator is taken from the Healthcare Effective Data and Information Set (HEDIS) specifications for 2006 and measures the dispensing of the preferred long-term maintenance medications including: inhaled corticosteroids, nedocromil, cromolyn sodium, leukotriene modifiers or methylxanthines.

Asthma control should be monitored regularly by the provider and also by the patient. In addition, the Health Plan will assist providers through our Asthma Condition Management Program. Clinical goals have been established to help patients improve control of their asthma symptoms and reduce exacerbations through an increased understanding of, and compliance with, asthma self management. The guidelines are to optimize member outcomes and improve member quality of life by consistently implementing case management best practices related to the effective management of UPH members with asthma.

Please feel free to contact Deborah Keller, RN, Case Management Manager at 520-874-5207 for information about referring members to the Asthma Condition Management Program. For additional information on the Asthma PIP, please contact Diane Gamble, Performance/Quality Coordinator at 520-874-5237.

1 Air Pollution and Respiratory Health Branch, National Center for Environmental Health. Table C1: Adult self-reported current asthma prevalence rate (percent) and prevalence (number) by state or territory, BRFSS 2004. Centers for Disease Control and Prevention.

2 Air Pollution and Respiratory Health Branch, National Center for Environmental Health. Table K1: Child current asthma prevalence rate (percent) and prevalence (number) by state, BRFSS 2004. Centers for Disease Control and Prevention.

3 Asthma Control Program. Asthma in Arizona. Arizona Department of Health Services, Office of Chronic Disease Prevention and Nutrition Services.

4 Moyer P. Most patients with asthma have suboptimal control. Medscape Medical News 2007.

eServices

University Physicians Health Plans (UPHP) has implemented several improvements to the Internet based Claims Inquiry application on our web sites. This user-friendly, secure application gives healthcare providers the option to view claims with enhanced navigation features, fewer required search fields, and enhanced sorting capabilities to mention a few. For a full list of new features, see the new features section of this document.

LOCATE the inquiry systems through the member's health plan website (Provider Services link) or our eServices site:

University Family Care	http://www.ufcaz.com
University Physician Care Advantage	http://www.upcareaz.com
University Physicians Healthcare Group	http://www.uphcg.com
UPH eservices site	https://eservices.uph.org

LOGIN to the inquiry system by entering your Username and Password. If you have not previously registered, please click on the New User Registration label, and complete the registration form.

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 a date range.
- **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 view the claim's detail. Click *Return to Claim List* to view another claim or start a new search.

New Features for Claims Inquiry

- Enhanced navigation so that you can easily switch between Enrollment Inquiry and Claims Lookup without having to revisit the home page.
- Tax ID, and dates of service, "To" and "From" are now the only required search fields.
- A Simple Search by claim or invoice number is now available. You will not be able to view a claim that has a Vendor Tax ID different from one of your own.
- The "From" date of service now defaults to 90 days prior to today's date.
- The "To" date of service now defaults with today's date.
- A "No Preference" option has been added for the HMO Plan box.
- The claim result's columns can now be sorted. Clicking on a column twice will toggle the direction of the sort.
- Claims status now has its own column and can now be sorted.
- Clicking on the members name will now link you to that member's detail eligibility page.
- "Amount Billed" is now used as an Identifier in finding related claims.

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)

Arizona Immunization Information Systems (ASIIS)

In light of the current measles outbreak in Southern Arizona, it is especially critical to enter your practice immunization data into ASIIS. ASIIS is used to monitor immunization levels with a goal of capturing 100% of vaccines provided to children. Please complete your reports in a regular and timely manner as required by Arizona Revised Statute 36-135 for physicians licensed under title 32. By doing this, you will assist University Family Care in ensuring our members obtain the highest level of professional care.

Did you know there is a quick and easy way to connect tobacco-using patients with free local cessation services offered by the Arizona Department of Health Services' Tobacco Education and Prevention Program (ADHS-TEPP)?

Providers can also utilize the QuitFax Referral System offered by the Arizona Smokers' Helpline (ASHLine). If your patient is ready to quit, simply complete a QuitFax Referral Form and fax it to the ASHLine. An ASHLine coordinator will assign the patient to a counselor, who, once contact is made, will assess which service is appropriate for the individual (group classes and/or telephone counseling). If you would like more information on ASHLine and the QuitFax Referral System, please contact them at 1-800-55-66-222, visit their website at www.ashline.org, or send them an email ashline1@u.arizona.edu



University Family Care

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Tucson, Arizona 85756

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Important Contact Information



Provider Relations Representatives are always ready to address your questions and concerns. Let us know what's important to you! Please note our telephone and fax numbers:

Chris Paquette
(Associate Contract Negotiator)
(520) 874-5526, cpaquette@uph.org

Patricia Llamas, (520) 874-5530
pllamas@uph.org

Staci Garcia, (520) 874-5524
sgarcia@uph.org

Fax Number: (520) 874-5555

Mailing address: 2701 East Elvira Rd.
Tucson, AZ 85756

www.ufcaz.com

Claims address:
University Family Care
PO Box 35699
Phoenix, AZ 85069

University Physicians Healthcare Group
PO Box 37279
Phoenix, AZ 85069

University Physicians Care Advantage
P.O. Box 38549
Phoenix, AZ 85069

Dental Claims address:
University Family Care
Attn: Dental Claims
2701 E. Elvira Road
Tucson, AZ 85756

Paper Claims

Effective July 1, 2008, University Family Care will require that all providers who submit paper claims use the red CMS 1500 form or the red UB04 form. Our imaging system accepts the red forms more easily with less manual intervention and fewer keying errors which mean faster claims payment for you. Black and white forms require additional preparation and longer processing time. Further, the use of original forms is now mandated by AHCCCS. You can read more about this requirement in the September 2007 edition of Claims Clues on the AHCCCS website. Thank you for your assistance.