

## ***How would you like to have Eligibility and Claims Status Information at your fingertips?***

EZ Net will allow you access to real time data on Physicians United Plan members. To access this program please complete a Login Request form with information on the staff member(s) that will need access to member information on your behalf.

Please email [mboek@pupcorp.com](mailto:mboek@pupcorp.com) to request a Login Request form. Once the completed form is received by Network Services, a login and password will be set up in the system and communicated to you. It's that easy!

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## ***Primary Care Physicians Holding a Capitation Agreement - This Is For You***

### ***Capitation 101***

Capitation is a predetermined fee that is negotiated by the plan and the physician. It is a fixed amount paid to the Primary Care Physician (PCP) at the beginning of each month regardless of whether or not the PCP provides medical care to the member. PCP's performing hospital rounds for members on their panel are not paid for inpatient consultation; it is included in the capitation rate.

Example of capitation calculation: If the PCP is paid \$40 PMPM (Per Member per Month), 100 members on the PCP's panel, the capitation check would be (\$40.00 PMPM X 100 members) \$4,000.

When a Capitated Provider submits claims/encounter data, and the claim is adjudicated (checked against Physicians United Plan adjudication criteria) for valid codes (ICD-9 & CPT-4) and eligibility, they receive an Explanation of Benefits (EOB) for each encounter/claim submitted and adjudicated. The EOB indicates \$0 and the adjustment code which is #C indicates (Capitated Service).

Members must not be billed for services performed under a Capitated arrangement. If you have additional questions regarding capitation, please contact us.

### ***Important Points of Interest***

- No pre-certification is needed for outpatient procedures.
- If you send your patients to a provider that is not in our network, please call your Provider Relations Representative to give a list so they may be contacted.
- Check out our website at [www.pupcorp.com](http://www.pupcorp.com).

## ***Don't Forget...***

**Don't forget to check our website for news and updates regarding our formulary, provider directory, seminar dates and much more.**

[www.pupcorp.com](http://www.pupcorp.com)



## Departmental Updates

### Network Management

**Reminder:** Our dedicated telephone line for Providers is 866-427-9152.

### Creation of an Office Managers Advisory Committee (OMAC)

We are pleased to announce the creation of an Office Managers Advisory Committee. This group will provide input and suggestions from the physicians' standpoint. We will meet every other month at a convenient time. If you would like to participate in this group, please contact Network Services by calling 863-393-9171 or email [mboek@pupcorp.com](mailto:mboek@pupcorp.com) for details.

### Our Staff is Growing

We are very excited to have two new Provider Relations team members:

**Briona Kyles**, Provider Relations Representative handling Seminole, Lake and Orange County.  
[bkyles@pupcorp.com](mailto:bkyles@pupcorp.com) or 866-427-9152

**Pamela S. Askew, R.N.** has joined our team to assist in expansion counties for 2008.  
[pamcotpa@aol.com](mailto:pamcotpa@aol.com) or 813-340-8218.

## Credentialing

Our Credentialing Department has been busy loading our entire Provider Network into the newly purchased CACTUS software. If your office has any changes, additions or terminations please email Lynn Daniels at [ldaniels@pupcorp.com](mailto:ldaniels@pupcorp.com) or send a fax to 863-293-6103.

We will be launching "idirectory" on our website once all 1622+ providers have been loaded. Please watch for updates on this project.

Don't forget to update and re-attest your CAQH profile by logging into your account on CAQH. If you have any questions, you can contact the CAQH help desk at 888-599-1771 or email [help@caqh.geoaccess.com](mailto:help@caqh.geoaccess.com).

If you are interested in using CAQH as your Credentialing Data source, getting started is quick and easy:

**Step 1** Log on to [www.caqh.org/cred](http://www.caqh.org/cred)

**Step 2** Enter your CAQH Provider ID, which you need to obtain from CAQH by calling 888-599-1771 or emailing [help@caqh.geoaccess.com](mailto:help@caqh.geoaccess.com)

**Step 3** Create a username and password

Once you register, you can enter your credentialing data at your convenience.



## Claims

### Electronic Claims

Like most companies, Physicians United Plan is rapidly moving toward utilizing electronic claims submission processes exclusively.

#### Important information:

- There is no charge for the provider to access Availity.
- Using Availity speeds up the receipt of claim payments. And since it is done online, it acts as an automatic record of submitted claims.
- Availity is available to assist you and your staff regarding the set up and submission processes. In the event that you need additional training, we are always here to help.
- Our representative at Availity will be happy to assist you:

Jaynae D. Johnson  
Senior Operations Support Analyst  
800-282-4548  
[jjohnson@availity.com](mailto:jjohnson@availity.com)

### Paper Claims

If you are submitting paper claims, please make sure your computer has the correct mailing address. All paper claims need to be sent to the Winter Haven office to expedite the claims process.

Physicians United Plan  
Attn: Claims  
1124 First Street South  
Winter Haven, FL 33880-3901

If you send the claims to one of our other locations it will severely delay your claims process.

## NPI numbers

Some providers have sent us their NPI numbers and our staff has been busy entering them into our claims payment system. Remember, the deadline is approaching. If we do not have your NPI information loaded before May 23, 2007 it will delay your claims payment.

## Accreditation

Physicians United Plan is preparing for URAC accreditation review over the next few months. Your assistance may be needed. A Physicians United Plan representative may contact you in the near future.

## Medical Management

Physicians United Plan has implemented a Medical Care Management Program which was initiated in late January 2007. A team of case managers have been busy putting the program standards into practice. The program is designed to optimize patient health and manage medical costs through complex case management. The teams of case managers are made up of medical professionals including nurses and social workers who coordinate activities between patients, their physicians and other health care providers.

The Medical Care Management Program manages notifications of hospital admissions from the various hospitals in the area. Although Physicians United Plan does not require pre-authorizations for hospital admissions, notification to the plan is essential to our Medical Care Management Program. Please report all hospital admissions to 407-403-5354. This notification allows for a case manager to be assigned and for the plan to recognize that a member is hospitalized.

In addition, DME, HHE, prosthetics and orthotics may need authorization if the total purchase price is \$500 or more (each item, not a cumulative total). Providers must call 407-403-5354 for an authorization/authorization number before services are rendered.



## Physicians United Plan™

### Corporate Office

6220 S. Orange Blossom Trail, Ste. 199  
Orlando, FL 32809

### Winter Haven Office

1124 First Street South  
Winter Haven, FL 33880

Phone: 866-571-0693  
TTY/TDD: 866-671-0693  
Fax: 863-293-6103

[www.pupcorp.com](http://www.pupcorp.com)

## Provider Information & News

If your office is interested in having a Provider Relations Representative come to your office please contact:

**Michele Boek**- Network Manager for Polk County  
[mboek@pupcorp.com](mailto:mboek@pupcorp.com) or 863-393-9171

**Bill Osborne** – Provider Relations Rep for Osceola / Marion County  
[bosborne@pupcorp.com](mailto:bosborne@pupcorp.com) or 866-427-9152

**Briona Kyles** – Provider Relations Rep for Orange / Seminole / Lake County  
[bkyles@pupcorp.com](mailto:bkyles@pupcorp.com) or 866-427-9152

**Pam Askew R.N.** – proposed Tampa Bay Area Expansion 2008  
[pamcotpa@aol.com](mailto:pamcotpa@aol.com) or 813-340-8218



## DON'T FORGET

Don't forget to sign up for EZ Net!

Call 866-427-9152 or  
email [mboek@pupcorp.com](mailto:mboek@pupcorp.com)