

PUP PROVIDER connection

Newsletter for Providers | July 2008



Helping your patients MANAGE their DISEASE

Physicians United Plan (PUP) has both case management and disease management nurses to support PUP members in optimizing their health. The Disease Management program is coordinated by Stephanie Anthony who has recently developed a new R.E.D. program focusing on early detection of members who are at risk for multiple hospital admissions. Readmission Early Detection (R.E.D.) assists PCP's patients in maintaining quality of life and independence by managing chronic illness at home.

Currently, PUP has three chronic Disease Management programs including Congestive Heart Failure (CHF), Diabetes Mellitus and Chronic Obstructive Pulmonary Disease (COPD). Members with these diagnoses can be enrolled in the Disease Management program through self referral, PCP referral or by identification through the Case Management program.

Disease management involves contacting PUP members to gauge their knowledge of his or her illness and providing education on symptoms and management. This may also include assistance with early detection of worsening symptoms and facilitating early intervention by the PCP to avoid decomposition of the member's condition that would ultimately require hospitalization. The Disease Management program also assists with reinforcing lifestyle and medication compliance through regular contact with the member. PUP has disease management booklets for these three chronic illnesses which are available to the PCP's office for distribution to PUP members. These booklets can also be mailed directly to the member at the request of the PCP.

The Disease Management program is fully integrated into the 24/7 Nurse Line available to all PUP members. The nurses are trained in triaging medical issues using the Healthcare resource and connecting the member back to their PCP for appropriate treatment. The 24/7 Nurse Line phone number is 866-773-1071. Magnets are available for members to remind them of this service and are available for distribution through the PCP office.

For additional information regarding the Disease Management program, case management, R.E.D. or other PUP resources, please call the 24/7 Nurse Line or Stephanie Anthony at 407-215-6314 (santhony@pupcorp.com).

PUP 
Physicians United Plan

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PUP Contact Information

IMPORTANT PUP NEWS AND UPDATES

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Laboratory Alert

Due to a recent increase in non-participating laboratory claims, please take a moment to reacquaint yourself with the appropriate participating laboratories available.

The following labs offer process and stat testing with convenient locations as well as collections at your office:

Labcorp
Cognoscenti (Lab Docs)
Axiom Laboratories

The following lab should be used for pathology exams only:

Ameripath - This provider does not have a local draw station. The type of specimens they process are submitted directly from the physician and/or Hospital (i.e. pap smears, tissue examinations, etc.).

By using a participating laboratory you can prevent denial of non-participating or inappropriate claims and the unnecessary out-of-pocket cost to PUP members.

To locate convenient laboratory locations near your office, please visit www.pupcorp.com. You may also contact member services at 866-571-0693 with any questions.



ACCREDITED
HEALTH PLAN

2

New Prior Authorization Form and Requirements

The new form and requirements can be obtained from the provider page of our website, www.pupcorp.com. All authorization requests must go through the Prior Authorization department.

Please note the following numbers to help process your authorization requests in a timely manner:

Fax:
407-937-2504 or 866-440-4628

Questions (24 hours/7 days a week):
866-773-1072

Standard vs. Expedited Requests
Medicare standards allow for up to 14 days to review authorization requests. PUP is working hard to reduce the turnaround time – and you can help! Here's how:

- Select "Expedited" only if the member's life, health or ability to regain maximum function is jeopardized
- Please allow a minimum of 5 days for review before resubmission of request
- Fill out form completely – this helps to process the request much easier
- Provide documentation – office visit notes, pertinent laboratory results, prior treatment note(s), etc.

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New Discharge Planning Department Available

PUP's Case Management department has been expanded to include a Discharge Planning division located at the Orlando office. The Discharge Planning division will handle calls from Hospitals, SNFs and Home Health Agencies with questions regarding notification and discharge planning as well as from members regarding health issues.

To reach Discharge Planning, please call:

Fax:
407-852-0921

24/7 Nurse Line:
866-773-1071



OUR NETWORK TEAM

is here to serve you

Consult with your personal Network Management representative to receive an overview of PUP and to obtain answers to any questions related to participation with PUP. Feel free to call and schedule an in-service consultation. We look forward to hearing from you.

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IMPORTANT PUP REMINDERS

Happy Anniversary! Time for Re-credentialing

We are excited to announce that PUP has achieved full accreditation status from the URAC Accreditation Committee. It is time to re-credential participating providers as required by URAC every three years. The Credentialing department is notifying participating providers via fax for required documentation. If you receive this fax, please take a moment to respond immediately. If you have questions, please don't hesitate to contact Provider Relations at 866-427-9152.

PCP Access and Availability Audit Time

On a yearly basis, PUP audits access & availability to ensure that members can access the provider network within the guidelines set by AHCA. The Network Management department will begin contacting PCP offices to check access and availability against these standards.

Provider Satisfaction Survey

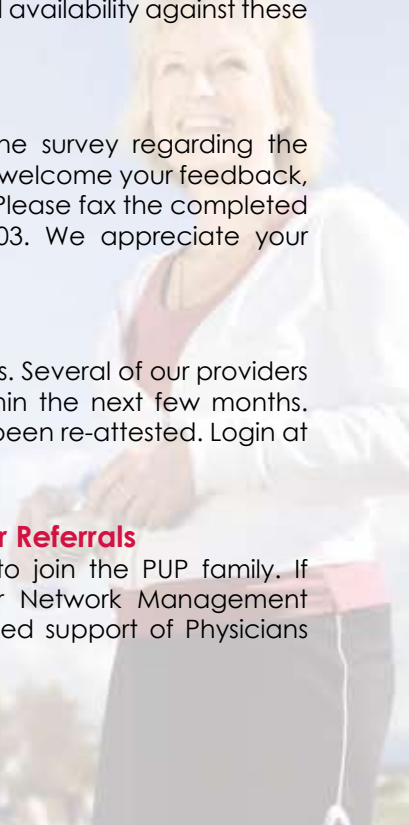
Here's your chance to be heard! Take the survey regarding the quality of service you receive from PUP. We welcome your feedback, and your answers will be kept confidential. Please fax the completed survey to Network Services at 863-293-6103. We appreciate your participation!

CAQH

CAQH needs to be updated every 3 months. Several of our providers will be coming up for re-credentialing within the next few months. Please be sure your CAQH application has been re-attested. Login at www.caqh.org.

Physicians United Plan Welcomes Your Referrals

We are always seeking quality providers to join the PUP family. If you have a referral, simply contact your Network Management representative. Thank you for your continued support of Physicians United Plan!





483 N. Semoran Blvd.
Winter Park, FL 32792

UPCOMING EZNET ENHANCEMENTS

PUP ears have heard your wishes when it comes to EZNET! PUP is diligently working on a pilot program to submit authorizations through EZNET. Don't miss out on anticipated upgrades coming this summer to better service our provider community. Not only can you view eligibility, claims and authorization status information, soon you will be able to submit authorizations online! If your office is interested in learning more about submission capabilities, please contact Network Services at 866-427-9152.

PUP's Network Services department is pleased to announce there are now more than 550 users of our secure website to check eligibility, claims and authorization status! However, over 85% of our participating providers are not using EZNET. To request your secure login information, fax a copy of the request form located in the Provider Quick Reference Guide, found on the provider page of our website, www.pupcorp.com.



Corporate Office
483 N. Semoran Blvd.
Winter Park, FL 32792

Orlando Office
6220 S. Orange Blossom Trail
Suite 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

If you are opening a new location please be sure to notify Network Management (866) 427-9152 so we can update the Provider Directory.