



December 14, 2007

## **ATTENTION ALL CONTRACTED PROVIDERS:**

### **VERY IMPORTANT PROVIDER UPDATE FOR 2008**

#### **NETWORK PARTNERSHIP ANNOUNCEMENT:**

Universal Health Network (UHN) and Nevada Preferred Professionals (NPP), is proud to announce their partnership with four other health care networks to form VentureNet Healthcare. This regional coalition of five provider-governed, independent health care networks was created to offer its patients and corporate clients boundless access to high-quality, affordable health care across an eight state region.

By joining together to form this new entity, VentureNet Healthcare is able to provide its members with access to more than 93,000 providers, 670 hospitals and 10,000 ancillary services across an eight state region including Alaska, Arizona, California, Idaho, Montana, Nevada, Oregon and Washington. This vast network provides businesses that have multi-state operations in this region with a health care benefits packages that allows its members to access high-quality care anywhere in the region.

VentureNet members will have access to UHN/NPP's panel of providers statewide. It is important for providers to be aware that they are now a participating provider for VentureNet. Located on the back of the member I.D. cards will be the VentureNet logo (see above). All claims for VentureNet members will be reimbursed at the Universal Health Network/Nevada Preferred Professionals contracted rates for the treating provider.

If you have any questions or concerns please contact Tiffany Rice, Northern NV Provider Relations at 775-356-1159 x 219 or Dori Davis, Southern NV Provider Relations at 702-360-9044 x 105.

#### **UHN/NPP Utilization and Case Management Services:**

Effective January 1, 2008, Universal Health Network (UHN) and Nevada Preferred Professionals (NPP) is transitioning their care management business to a new enhanced URAC accredited medical management processing system. Our new utilization management and case management process will continue with dedicated nurses and support staff for a seamless transition.

Our new system is structured to support telephone calls and is intended to eliminate the paper process. Please do not fax your requests.

Below is an overview of steps when obtaining utilization management or case management services beginning 1/1/08. You will not be required to fax the request for UM authorization; this can now be provided by phone.

## **Steps for obtaining pre-certification and case management effective 1/1/08:**

### **Utilization Management:**

- Contact Universal Health Network at our existing numbers (1-800-776-6959 or 775-356-1159) and you will be connected to our UM department.
- The UM nurse obtains clinical information and applies medical necessity criteria.
- If medical necessity criteria are met, the services and or admission is certified, length of stay is assigned and the authorization letter is sent within 1 business day.

### **Case Management:**

- Case Manager screens the case within 24 hours. If medical service is appropriate for case management, the nurse will contact the member for enrollment into the program.
- If medical service is appropriate for case management, the nurse will contact the member for enrollment into the case management program.

## **MOLINA MEDICARE HMO ADVANTAGE PLAN:**

In 2006 Universal Health Network and Nevada Preferred Professionals introduced Molina Healthcare, a Special Needs Medicare/Medicaid Advantage HMO plan specific to Washoe and Clark County membership. All dual eligible Medicare members entitled to Medicare Part A and enrolled in Part B may apply.

## **Who is Molina Healthcare, Inc.?**

Molina is a HMO managed care organization that arranges for the delivery of health care services to persons eligible for Medicaid, Medicare, and other government-sponsored programs for low-income families and individuals. These services are offered to the Medicare/Medicaid population in Washoe and Clark Counties.

## **Who is contracted to provider medical services for Molina Membership?**

In February of 2006, a notification was sent to all UHN/NPP contracted providers inviting you to participate in this program through your existing contract. If you did not want to participate in the Medicare/Medicaid program you were instructed to submit your desire to be excluded in writing within 30 days for the date of the letter.

If you are not sure you are currently a provider for the Medicare/Medicaid program or you would like to become a provider for this program, please contact Tiffany Rice, Northern NV Provider Relations at 775-356-1159 x 219 or Dori Davis, Southern NV Provider Relations at 702-360-9044 x 105.

## **Service Area:**

The Molina Medicare Advantage plan is offered to the Medicare/Medicaid population in Washoe and Clark Counties only.

**Please visit our website at [www.uhnppo.com](http://www.uhnppo.com) in 2008 for future provider updates and newsletters.**

