

DEPARTMENT OF MEDICINE NEWS

ISSUE X



FRIDAY, JANUARY 25, 2008

College of Medicine

UNIVERSITY FAMILY CARE

UNIVERSITY PHYSICIANS HEALTHCARE GROUP

Did You Know?

UPH owns/operates University Family Care (UFC) an AHCCCS plan and University Physicians Healthcare Group (UPHCG), a state sponsored small business healthcare coverage program. These programs along with several others are managed in the Health Plan Division of UPH (UPHP)

What Are They?

UFC is a Medicaid managed care program administered by the AHCCCS agency. UPH has a contract with AHCCCS to be an AHCCCS Plan.

UPHCG is a managed care health care program only for small business and political subdivisions. It is also administered by AHCCCS but is not Medicaid.

Businesses and their employees pay premiums.

UPH is contracted with AHCCCS to be a HCG Plan.

What Are UPHPs Responsibilities?

UPHP provides all the services as any other health plan would. Those services include Member Services, Provider Relations and Contracting, Credentialing, Claims, Information Systems, Grievance and Appeal, Utilization Management, Prior Authorization, Case Management, Behavioral Health Coordination. The Health Plan division has the responsibility to adhere to all of the regulatory and contractual obligations of these programs.

So If We Own the Plan Why Can't I Get Services I Want for My Patient?

Both AHCCCS plans and HCG plans have very specific benefit designs, policies, procedures and regulations it must follow. The level of benefits available in the programs are decided by the AHCCCS agency and legislation not UPHP. UPHCG for example is not commercial insurance. It has several benefit limits as part of the program design to keep premiums affordable.

As a managed care program contractor, UPHP must develop a formulary, develop referral guidelines, develop policies and procedures that ensure appropriate management of these programs.

UPHP uses these tools along with Interqual criteria, Milliman Care Guidelines, published literature and other evidenced based tools to make decisions about what is approved and what is not.

The majority of services a member receives do not require any prior authorization at all. The services that do require prior authorization have been determined by the complexity of decision making, the potential for over utilization, or the need to identify specific plan resources to provide the service. Overall - 90% of all prior authorization requests are approved.

UPHP has an obligation to both AHCCCS and UPH to be good stewards of tax payer dollars and premium dollars that are used to fund these program so that the greatest good is done for all of the members of these programs.

UPHP is accountable to the UPH Board for the financial performance, quality and regulatory compliance of these programs. It administers all aspects of the operation equally among all members and all providers whether they are community based or UPH physicians or Hospital.

UPHP does look to the UPH physicians and Hospital to partner with us to make the best possible level of service available. We welcome input and the opportunity to develop new and better ways to manage the healthcare needs of these members.

How Can I Get Information on Formulary, Referral Guidelines, Policies and Procedures?

At uph.org there is a link to the health plan; or go directly to universityfamilycare.com or uphcg.com. You will find a section specifically for providers. You will find these documents and many others. You will also find a provider look up, allowing you to see who the contracted providers or vendors are within the UPHP networks.

Article contributed by

Kathleen Oestreich

CEO/Plan Administrator

University Physicians Health Plans

SPECIAL LECTURE

Janko Nikolich-Zugich, MD, PhD

The incoming Chairman of the Department of Immunobiology and Co-Director of the Arizona Center on Aging, will give a lecture entitled:

"Immunobiology of Aging: Past, Present, and Future"

Monday, January 28, 2008

12:00-1:00pm

Room 5403 of AHSC

We invite all of you to attend.

EVENTS

- **Tucson Gem and Mineral Show**
Jan 31-Feb 13
- **General Clinical Research Ctr. Open House**
Feb. 5—10:00a-4:00p
626-8000
- **Pride Night—Phoenix**
Feb. 8
(602) 827-2076
- **Cats in the Community Day**
www.catsincommunity.arizona.edu
catsday@email.arizona.edu

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WELCOME

ROBERT NICOLOFF, MD—SECTION OF ENDOCRINOLOGY - January 2, 2008. His schedule is Monday at 6OPC 8:00-4:00, Tuesday and Wed at Kino 1:00-4:00, Thursday at Kino 8:00-4:00 and Friday at 6OPC 8:00-11:00. His focus will be patients that need Diabetic and Thyroid management, as well as pregnant diabetics.

POINTS OF INTEREST

ANA MARIA LOPEZ, MD the Associate Dean for Outreach and Multicultural Affairs, has been named Governor Elect for the Arizona Chapter of the American College of Physicians (ACP). She will take over the governorship of the Arizona State Chapter next year.

ACHIEVEMENT AWARDS from the UA Alumni Association, Dr. Rubin Bressler was nominated by the Sarver Heart Center and was recognized for his life-long dedication to the practice of academic medicine. He served as Department Head for three different U of A departments including Medicine.

DEPARTMENT OF MEDICINE PHYSICIANS—2007-2008 BEST DOCTORS IN AMERICA

Frederick R. Ahmann
David S. Alberts
Joseph S. Alpert
Neil Ampel
John W. Bloom
Thomas D. Boyer
Eric A. Brody
Sammy C. Campbell
Clara Curiel
John T. Cunningham
Gordon A. Ewy
Mindy Fain
Ronnie Fass
Paul E. Fenster
John N. Galgiani
Kathleen Gibson

Steve Goldschmid
Julia Indik
Karl B. Kern
Steven R. Knoper
M. Peter Lance
Robert B. Livingston
Ana Maria Lopez
Victoria Maizes
Beth R. Malasky
Richard M. Mandel
Thomas P. Miller
Kevin Moynahan
Peter Ott
Eskild Petersen
Robert L. Rietschel
Linda S. Snyder

Vincent L. Sorrell
Richard Sampliner
Andrew M. Yeager



AGAIN AND AGAIN,
THE IMPOSSIBLE
PROBLEM IS SOLVED
WHEN WE SEE THAT
THE PROBLEM IS
ONLY A TOUGH
DECISION WAITING
TO BE MADE.
- ROBERT H. SCHULLER

SECTION NEWS

INFECTIOUS DISEASE

The Infectious Disease Section is pleased to announce **Andrea Giblin, MD**—Second year fellow's mid-December completion of the course of the Liverpool School of Tropical Medicine. Dr. Giblin has also completed her two years University of Arizona, Infectious Disease Fellowship and will graduate December 31, 2007.

GERONTOLOGY

The Arizona Center on Aging is pleased to announce the award of the Arizona Geriatric Education Center by the Department of Health and Human Services Health Resources and Services Administration. Mindy J. Fain, MD and M. Jane Mohler, RN, MPH, PhD Co-Directors. This award for \$1.1 million (over a three year period) is to provide training for healthcare professionals, throughout the state, in the care of older persons.

RESIDENT CANDIDATES

You may have noticed the neatly dressed resident candidates as they make their way around to their interviews and meet in room 6407. Resident Interview days are finished as of January 25th until next year.



Residents January 18, 2008



WANT TO SUBMIT INFO FOR THE MONTHLY NEWSLETTER?

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