

"An Injury To One Is An Injury To All"

Pennsylvania Federation

421 North Seventh Street - Suite 299
Philadelphia, Pennsylvania 19123
www.pennfedbmwe.org
phone: (215) 574-3515
fax: (215) 574-1910



Office of the General Chairman
Jed Dodd

May 8, 2008

Dear Lancaster Area BMWED Member:

Re: United Health Care Networks

As you are aware, the Aetna network was dropped in the Lancaster area and the United Health Care network was instituted. This decision was made after a careful analysis of the United Health Care Network in relationship to the Aetna Network and it was determined that the extra expense of maintaining the Aetna Network was no longer warranted. The data demonstrates that there is an 83% overlap between the two networks and that the UHC network is capable of providing all of the services that the Aetna network provided. The data also demonstrates that the UHC network outside of the Lancaster area is a better deal.

No network is perfect and the UHC plan clearly has its problems. You have a couple of options to make the UHC network respond better to your needs. UHC has a web based health care provider finder specifically for Amtrak employees. This site can be found at:

www.myuhc.com/groups/amtrak

Once you access the site click on find a physician and follow the prompts. This tool will provide you a list of doctors, hospitals and specialists in your general geographic area that are in the UHC network. If your Aetna provider is not in the UHC network, you may wish to change to one of these alternatives listed in the UHC data base.

Another option is to ask your current provider, who is not in the UHC network, to apply to join the UHC network. Attached is information provided by United Health Care that will explain to your health care provider how they can apply to the UHC network. It is very important to understand that UHC can not call your health care provider and solicit them. Your provider must initiate the contact with UHC using the procedures listed in the information attached to this letter.

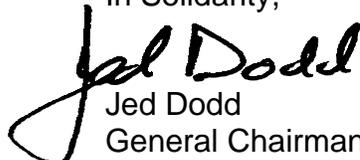
United Health Care also has an 800 number that is listed on the back of your medical card that will also assist you in finding health care providers in the UHC network. For your ready information that numbers is:

1-888-675-7245.

This number is staffed by people trained to make the UHC benefit work for you and I would urge you to call it for assistance.

Health care in this country is a mess. It is very frustrating to deal with this bureaucracy when you are simply attempting to access health care for you and your family. In the end, this is a political question that needs to be answered by our elected representatives in Washington DC. They will have to decide if America is to remain the only industrialized country in the world without universal health care for all and whether we will continue to spend 30% of every dollar spent on health care on the bureaucratic needs of the insurance companies.

While we continue to search for long term solutions to this problem, hopefully this letter will help fix some of the problems we are having with the substitution of the UHC network for the Aetna network in the Lancaster area.

In Solidarity,

Jed Dodd
General Chairman

cc Bill Manning
George Davidson
Anthony Rochon
Steve Stearn

Provider Referrals to UnitedHealthcare



At UnitedHealthcare, we rely on our participating primary care and specialty physicians to:

- Form relationships with our UnitedHealthcare members and their families; and,
- Provide members with appropriate, individualized medical care or direct them to appropriate specialist treatment.

Each participating physician is carefully evaluated before they are accepted into the UnitedHealthcare network.

If your provider is interested in participating with UnitedHealthcare:

1. **Take this information directly to your provider.** If your provider is not in the UnitedHealthcare network, provide him or her with the information on the next page. This information will enable your provider to communicate his or her interest in joining the UnitedHealthcare network and initiate the application process.
 - a. Chiropractors should call American Chiropractic Network (ACN) at 888-676-7768; except in California.
 - b. Behavioral Health providers should go to www.ubhonline.com or call United Behavioral Health at 800-333-8724.
2. **Your provider will be responsible for working with the Network Management Department.** A returned application does not mean the provider has been accepted into the network. The credentialing process applies to all prospective providers and *may* take up to 3 to 6 months. Your provider is responsible for working with us, or the appropriate Leased Network partner, directly. It is also important to note that the network in your area may be temporarily closed to certain provider specialties – which means the network currently has the appropriate number of providers to service our members.
3. **Be sure to verify network participation status of your provider.** It is your responsibility to ensure your provider is participating in the UnitedHealthcare network. Be sure to verify participation with UnitedHealthcare by calling your dedicated customer service number indicated on the back of your identification card or by searching online at <http://www.provider.uhc.com/>

Procedure For Provider Inquiries Concerning Joining the UnitedHealthcare Network

1. Call the Provider toll-free number: 877-842-3210
2. Identify yourself as a provider by entering the Tax ID (this does not have to be a TIN that UHC already knows)
3. The main menu option you want is "Healthcare Professional Services" (or the number '4' on the telephone keypad)
4. Select the "Credentialing" option (or the number '1' on the telephone keypad)
5. For Medical, (or the number '2' on the telephone keypad)
6. Select Join Network option (or the number '2' on the telephone keypad)
7. An overview is available here, or you can say "Begin Process" (or press '2')
8. The following is the list of information that you will need to provide to the credentialing representative:
 - First name, Middle name, Last name
 - Degree
 - Date of Birth and Gender
 - Social Security Number and UPIN
 - The Primary or Practicing Specialty
 - Tax ID Number and Legal Owner Name (this can be found on the W-9)
 - Place of Service and Billing Address (also Credentialing Address, if different)
 - Phone and Fax numbers for the provider directory
 - Email address, if available
9. If all the information is ready, you can proceed to the UHC Provider Credentialing center. It offers another voice response system, but all you need do is press '2' (all needed info on hand.) A representative will then take your information and initiate the process.

PLEASE NOTE: Up to 60 days turnaround may be required for primary source verification (dependent upon how quickly those sources respond) and 45 - 60 days following that verification to complete the contracting process and provide an effective date.