



Wanamaker Building, Ste. 400
100 Penn Square East
Philadelphia, PA 19107

[Date]

[Care Provider Name]

[Address 1]

[Address 2]

[City], [State] [Zip Code]

Re: Gold Star Program to be Replaced with New Quality Rewards Program

Dear [Care Provider Name]:

We are excited to announce changes to our UnitedHealthcare Community Plan of Pennsylvania Quality Rewards program in 2015. We are making these changes to better align with a national approach, comply with state requirements and make the program easier to understand.

For 2015, we are retiring the Gold Star Program and Gold Star provider designation and replacing these with the Preferred Status designation, which includes focused incentive bonuses and clearly defined performance guidelines.

Under the new program, Primary Care Providers (PCPs) whose patient roster includes 250 or greater UnitedHealthcare Community Plan members will receive Preferred Status for meeting six of the following seven goals:

1. PCP accepting new members
2. Extended Office Hours - Two weeknights until 7 p.m. or a combined three hours on Saturday and Sunday
3. Electronic Claims EDI Submission rate greater than 90 percent
4. Emergency Room Utilization ER better than 50th percentile
5. HEDIS Adolescent Well Care rate better than 50th percentile
6. HEDIS Controlling High Blood Pressure rate better than 50th percentile
7. HEDIS Diabetes HbA1c>9% rate better than 50th percentile

We will calculate all data and measurements based on comprehensive results for the practice Tax ID. A report showing your progress will be available later this year.

Preferred Status providers receive the following benefits:

- Recognition of Preferred Provider Designation in the provider directory
- First preference for Member Auto-Assignment/Re-Assignment
- PIN Number for expedited service when calling Provider Services or Utilization Management
- Waiver of prior authorization requirements, **with the exception of the following items that are required for all providers:**
 - Inpatient stays
 - Referrals to non-participating providers
 - Prescriptions for drugs that are not on our Preferred Drug list, also known as non-formulary drugs

- The following Medical Injectable J Codes & CPT Codes: J0585, J0586, J0587, J0588, J0800, J1459, J1557, J1559, J1561, J1566, J1568, J1569, J1572, J1599, J1725, 90283, 90284
- Private-duty/shift care nursing services
- Non-covered benefits
- Skilled nursing visits

Providers who do not receive a Preferred Provider Designation must submit prior authorization requests as per the UnitedHealthcare Community Plan of Pennsylvania prior authorization requirements. For a complete list of services requiring prior authorization, please go to UHCCommunityPlan.com > For Health Care Professionals > Pennsylvania > Provider Information.

To learn more about Quality Rewards, go to Uhccommunityplan.com > Pennsylvania > Quality Rewards Program.

If you have questions, contact your Physician Advocate or Provider Services at 800-600-9007. Thank you.

Sincerely,

Jerry R. Frank, MD
Chief Medical Officer