



UniCare Mid-Atlantic Region
4825 Mark Center Drive, Suite 750
Alexandria, VA 22311-9807

Dear Provider:

The purpose of this letter is to notify you that effective July 1, 2010, UniCare will transfer all of its commercially insured PPO members in your area to the Private Health Care Systems (PHCS) provider network, administered by Multiplan, Inc. If you have a direct contract with PHCS, it may apply to claims for services provided to UniCare members on or after July 1, 2010. If you have questions about this transition, please contact PHCS directly. As of July 1, UniCare will no longer be utilizing the UniCare Mid-Atlantic networks for its commercial PPO business. Your UniCare provider contract will not apply to services provided to UniCare commercial members on or after July 1, 2010.

UniCare will continue to provide network services in West Virginia for our Medicaid membership.

If you do not participate in the PHCS network but will be treating a UniCare member for an ongoing medical condition that requires a limited course of treatment or otherwise meets the continuity of care requirements of his or her UniCare coverage, you may request to have your UniCare provider contract apply to such services. Written requests may be sent to: UniCare, Attn: Medical Operations Management—COC, 233 South Wacker Dr., Suite 3900, Chicago, IL 60606-6309. Please submit any such requests within 30 days of receipt of this letter.

As always, we encourage providers to submit claims quickly, preferably in the next three months. There is no other action required on your part. Any claims for covered services that are incurred prior to July 1, 2010, will be processed in accordance with the terms of your UniCare provider agreement and the applicable benefit plan.

If you have questions about UniCare claims, please call the Customer Service number on the back of the member's card. If you do not have the member's card, please call 1-877-UNICARE during business hours. You will be directed to the correct Customer Service unit. UniCare will continue to support claims payment and customer service functions.

Thank you for the successes we have shared through the years.

If you have additional questions or concerns, please contact me or the other members of our local UniCare Network Management team at 703-933-2564. Beginning May 1, 2010 please contact Network Services at 877-284-0101, x7074 or via email at networkservices-otherhealthlink@wellpoint.com.

Sincerely,

Jeanell Austin
Regional Vice President
UniCare and HealthLink

Frequently Asked Questions for Providers

Q1. Why is UniCare transitioning their network to PHCS in the Mid-Atlantic region?

- UniCare remains financially sound and capable of paying medical claims in a timely manner. However, competitive pressures have made it increasingly difficult to maintain our high standards for excellent customer service that our customers have come to expect in the Mid-Atlantic region. As such, UniCare is now focusing more on its dental, life, disability and vision products in the Mid-Atlantic region. We expect PPO membership to decline steadily over the upcoming years. Utilizing PHCS allows us to close the Mid-Atlantic office and move Provider Services to our office in St. Louis, MO.

Q2. What will happen to HealthLink?

- You should have received a prior notice about HealthLink's closure in this market. For a copy, go to www.HealthLink.com.

Q4. What will this mean for payment of claims, prior authorizations, etc.?

- Any claims for covered services that are incurred while UniCare coverage is in effect will be covered by UniCare as outlined in plan materials.
- If you have questions about UniCare claims, please call the Customer Service number on the back of the member's card. If you do not have the member's card, please call 1-877-UNICARE during business hours. You will be directed to the correct Customer Service unit.

Q5. What does this mean for my patients? What should I tell them?

- As your patients move to the PHCS network or perhaps, to other health plans, it is important that you continue to ask all of your UniCare patients if their insurance coverage or network has changed and verify that coverage. If you have a question about whether a patient's coverage continues in force with UniCare, please call UniCare Customer Service at the number on the back of the ID card. You may also verify a patient's coverage online by visiting www.unicare.com.
- You may tell your patients that claims payment and all other customer services at UniCare will continue to be handled as they are now. Customer Service will be available well beyond the date UniCare's last member seeks services. Please refer them to the UniCare Customer Service number on the back of their ID card if they have questions.
- In addition, information will be sent to all employers who offer UniCare coverage to their employees. If your patients have questions about how this announcement affects them, you may also refer them to the person at their company who handles health benefits.

Q6. What if my patient has upcoming surgery scheduled? Should I cancel it?

- Please contact the Customer Service number on the back of your patient's card to confirm eligibility to ensure that UniCare coverage is in effect.
- If a member transitions to a different health plan prior to the date of a scheduled surgery, the member and physician should discuss the need for a review with the new health plan