David, Towanda

From: Valenzuela, Jose A [jose.valenzuela1@phs.com]
Sent: Wednesday, October 03, 2007 4:24 PM
To: Vandepas, Coleen
Cc: Johnsen, Eric; Simmons, Alex; Dinius-Bellotti, Elaine; David, Towanda
Subject: FW: EOB/EOP CAP update
Attachments: 6005161522_PLHIC_06152007_062648714.PDF; 6005157782_6_06152007_070758457.PDF

Coleen,

Per our conversation, to further clarify, the attached templates address 3 specific deficiencies: IMR Language, DOI web address, and Provider Dispute language.

Thank you,

Jose Valenzuela
Regulatory Affairs - West Region
PacifiCare, A UnitedHealthcare Company
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From: Valenzuela, Jose A
Sent: Wednesday, October 03, 2007 4:13 PM
To: Vandepas, Coleen
Cc: 'Johnsen, Eric'; 'Simmons, Alex'; 'Dinius-Bellotti, Elaine'; 'David, Towanda'
Subject: EOB/EOP CAP update

Coleen,

I wanted to provide you with the approved templates with the correct language per CIC 10123.13(a) & 10169(i). We were advised of the deficiencies in the EOB/EOP documents by staff at the CDI and initiated a CAP on 3/27/07. The contact at the CDI is Nicoleta Smith and the final versions were approved and subsequently implemented on 6/15/07.

I am including samples of the approved documents (Password for the pdf documents is PHS). Hardcopies to follow.

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