Date Receive	Name	Explanation of issue	Status	Closure Letter	Month Rec'd	TAT (bus.days)	PCC HMO	PCC PPO	UHC	SECURE HORIZONS	FINAL ISSUE CATEGORY
11/10/2006	Alexander Castellanos MD	Our fee schedule was loaded incorrectly	Fee schedule updated/clms project implemented to re-process old claims	11/20/2006	Nov-06	7		X			fee schedule not updated
11/11/2006	Ralph Steiger MD	Fetal Ultrasounds pd at a global rate incorrectly.	Clms re-processed to pay correctly	11/28/2006	Nov-06	12			X		claims processor error
11/13/2006	Valerie Traina MD	Prov. indicating no payments rec'd	clms report obtained, clms are being paid, mailed and cashed.	11/21/2006	Nov-06	6			X		physician office issue
11/14/2006	Wynnshang Sun MD	N change not reflected in our syst	System updated to reflect TIN change/claims rework project initiated	11/14/2006	Nov-06	-		X	X		demographics update
11/14/2006	Michael Griffin MD	Prov stating payments are below contracted agreement.	contract updated in NDB/RIMS, claims project initiated/claims reprocessed	12/5/2006	Nov-06	15		X	X		contract reloaded
11/14/2006	Pregnancy Notification	Clarification of UHC Healthy Pregnancy Program	Clarification sent to CMA to clarify the Healthy Pregnancy Program	11/20/2006	Nov-06	4			X		protocol clarification
11/14/2006	Mark Adame MD	Mbrs being re-assigned erroneously	system updated showing Dr. did not term and mbrs notified that Dr is available as PCP	11/17/2006	Nov-06	2			X		terminated incorrectly
11/16/2006	Robert Watson MD	Prov stating payments are below contracted agreement.	Contract loaded and claims re-processing initiated/checks cut 12/14 and 12/20	12/7/2006	Nov-06	15		X	X		contract reloaded
11/21/2006	Mark Adame MD	CMA wanting more clarification and sample letter of reassignment.	Sent sample letter of re-assignment	11/28/2006	Nov-06	5			X		protocol clarification
11/22/2006	Women's Healthcare	Prov stating payments are below contracted agreement.	f/s corrected /sent spreadsheet to prov for settlement/prov has signed settlement and is mailing back	4/16/2007	Nov-06	103			X		fee schedule not updated
11/22/2006	Michael Borok MD	Prov stating payments are below contracted agreement.	sent new Network Participation agreement/new contract being entered	2/28/2007	Nov-06	69			X		new contract desired
11/30/2006	Daniel Michaels	Contract Dispute	Definity re-processed the claims	1/19/2007	Nov-06	35			X		claims processor error
12/4/2006	Christen Allaman MD/Cypress outpatient Surgical Center	Contract not loaded	Contract loaded/Andrew initiated claims project 1/17	1/17/2007	Dec-06	31			X		contract reloaded
12/6/2006	Douglas Severance	Contract Issue	Negotiation in Progress	12/6/2006	Dec-06	-		X	X		new contract desired
12/11/2006	Denise Smart	Contract Issue	Elena spoke directly to Dr Smart, her contract remains terminated	1/10/2007	Dec-06	21		X	X		physician office issue
12/14/2006	North Bay Allergy & Asthma	Provider stating too many claims being applied to deductible	DOS 7/26 is pd correctly/old DOS submitted to claims for re-processing/phone meeting w/prov 2/26/running clms report	1/19/2007	Dec-06	25		X	X		claims processor error
12/18/2006	Urology Associates	Contract Clarification	Sent e-mail to Michael Brisko to research mbr letter/ assigned to contract manager to acquire new agreement 1/8	1/10/2007	Dec-06	16		X	X		contract explanation
12/18/2006	Pediatric Cardiology	Contract Clarification	clms re-processed/ MDI contract going forward.	1/24/2007	Dec-06	26		X	X		fee schedule explanation
12/19/2006	Steven Snyder	Provider wants to renegotiate contract	sent new Network Participation agreement	1/8/2007	Dec-06	14		X	X		new contract desired
1/3/2007	Michael Griffin MD	Provider stating payments are below contracted agreement	Provider linked to MDI contract old claims pd correctly according to contract.	2/21/2007	Jan-07	34		X	X		physician office issue
1/5/2007	Dennis Salcido	Provider States Par/we show term	rec'd fax from prov stating never termed/updated contract/initiated claims project1/16	1/19/2007	Jan-07	10		X	X		termination not recorded correctly
1/11/2007	PFFS Medicare Advantage	CMA needs clarification on Par vs non-par "deemed" providers	Sent information to CMA 1/24/07	1/24/2007	Jan-07	9				X	protocol clarification
1/16/2007	Diane Martin	First Health claims issue	Provider to contact First Health	1/24/2007	Jan-07	6			X		shared savings vendor question
1/18/2007	Skin Surgery MG Inc	POS Claims	Claims reprocessed	2/16/2007	Jan-07	20		X			POS claims issue
1/19/2007	Angelica Zaid	POS claims	claim rework completed	2/16/2007	Jan-07	19	X	X			POS claims issue
1/22/2007	Danielle Onstot	Dr wanting to be contacted	Contract reinstated/clm rework completed	2/5/2007	Jan-07	9		X	X		contract reloaded
1/24/2007	Diane Martin	CMA unhappy with our response	researching 2/6 rec'd EOB's from prov/clms reprocessed.	2/16/2007	Jan-07	16			X		shared savings vendor question
1/26/2007	Capitol Urology MG	Prov needs address updated	updated addresses/clm rework initiated	3/9/2007	Jan-07	31		X	X		demographics update
1/26/2007	Bruce Friedman	POS Claims	clm rework completed	2/16/2007	Jan-07	14	X	X			POS claims issue

1/30/2007	Preventive Medical visit implementation	CMA needs response to article	Response to article sent to CMA	2/19/2007	Jan-07	14			X		protocol clarification
1/31/2007	Jerrold Kaplan	First Health claims issue	claims reprocessed 2/6 provider contacted	2/16/2007	Jan-07	11			X		shared savings vendor question
2/5/2007	San Jose Cardiac Surgery	claims payment	addresses updated/claim rework initiated/Claims processed	4/23/2007	Feb-07	56	X				demographics update
2/6/2007	Lester Jacobson	Prov. Wants copy of contract	report generated/prov record updated/clm rework initiated	3/6/2007	Feb-07	21		X	X		contract reloaded
2/7/2007	Daniel Michaels	provider wants contract	prov rec'd notice April 7th & July 27 regarding f/s change/sent letter,contract and CD	2/23/2007	Feb-07	11		X	X		fee schedule explanation
2/13/2007	Walter Newman	Contract eff date	copy of contract sent to prov/clm rework complete	3/6/2007	Feb-07	16		X	X		retro contract
2/16/2007	Walter Wood	Contract eff date	Clms reprocessed/amendment sent to Dr.	3/30/2007	Feb-07	31		X	X		physician office issue
2/23/2007	Skin Surgery MG Inc	re-opened claims issue and appeals	claims have been through appeals several times/clms has reworked all issues pd on 3/23	3/23/2007	Feb-07	21		X	X		claims processor error
2/27/2007	Angelica Zaid	Prov unhappy w/resolution	additional claims being reprocessed	3/28/2007	Feb-07	22		X	X		fee schedule explanation
2/27/2007	Huntington Dermatology	POS claims	clm rework completed/rec'd 3 additional claims for entry	3/16/2007	Feb-07	14		X			POS claims issue
3/1/2007	Cypress Outpatient Surgery Center	re-opened claims issue and credentialing issue	confirmation of UHC clm rework/ credentialing issue thru Vetss	3/9/2007	Mar-07	6		X	X		credentialing TAT
3/2/2007	Sudjai Itsara	claims payment	contract updated in NDB/RIMS, claims rework project completed	4/23/2007	Mar-07	36		X	X		contract reloaded
3/5/2007	IGO Medical Group	POS claims	researching/claims rework project initiated/working with claims, claim re-work completed	5/8/2007	Mar-07	45	X	X			POS claims issue
3/5/2007	Del Mar Family Practice	Contract dispute	Rates/contracts loaded correctly. Sent letter w/copy of contract and CD to provider	3/13/2007	Mar-07	6		X	X		fee schedule explanation
3/7/2007	Oleg Bess	Provider wants to renegotiate contract, having trouble billing on line	Contract manager contacted provider/esolutions team contacted provider	3/7/2007	Mar-07	-		X			new contract desired
3/13/2007	John Stabel	Prov. wants copy of contract	Sent copy of contract/f.s examples and CD	3/16/2007	Mar-07	2		X	X		fee schedule explanation
3/14/2007	Del Mar Family Practice	Contract dispute	Prov states did not receive notice/sent letter from Elena to prov 3/28	4/5/2007	Mar-07	15		X	X		fee schedule explanation
3/15/2007	S.Gayle Widyolar	CCN/First Health	Nancy at prov office contacted 3/21/07	3/29/2007	Mar-07	10			X		shared savings vendor question
3/21/2007	North Bay Allergy & Asthma	Provider wants copy of contract	contracts loaded,sent to claims rework 5/1/system issues,resent clm rework 5/16	5/16/2007	Mar-07	39		X	X		contract reloaded
3/22/2007	Dorothea Spambalg	POS claims	rec'd fax 4/17/07/clm project complete	5/29/2007	Mar-07	48	X	X			POS claims issue
3/26/2007	Vincent Kater	POS Claims	Researching/Elena to send letter to CMA	3/30/2007	Mar-07	3	X	X			POS claims issue
3/27/2007	Emil Eyvazzadeh	Claim denials	clms prior to 6/23 complete/some claims re-processed prov needs billing instruction/clms working with Julie at prov office	5/4/2007	Mar-07	26			X		pre-6/23/06 issue
4/3/2007	Andrew Engler	Contract issue	contract rec'd req clm re-work 4/19	5/9/2007	Apr-07	26		X	X		contract reloaded
4/4/2007	Jonathan Worsey	Term Date	sent req. for term prov eff 10/15/06/sent clms rework project 4/19	5/9/2007	Apr-07	25		X	X		termination not recorded correctly
4/9/2007	LabCorp	Prov issue	Elena resolved	4/16/2007	Apr-07	5			X		protocol clarification
4/18/2007	Steven T. Kmucha	Claim ID	mbr not elig at time of svc/clm processed	4/23/2007	Apr-07	4		X			claims processor error
4/18/2007	South Valley Mulit-Spec	Address	sent address update/rework complete	6/25/2007	Apr-07	48		X			demographics update
4/18/2007	Jon S. Wilensky	HMO-Claim dispute-non-par	prov unhappy w/reimbursement/clm re-processed	5/8/2007	Apr-07	14	X				claims processor error
4/19/2007	Jeffrey Jenkins	HMO-clm denied-elig	HMO claims/pd to incorrect prov. Cancelled checks requested	5/9/2007	Apr-07	14	X				demographics update
4/23/2007	Stockton MRI	Provider wants copy of contract	Sent CD with rates	5/4/2007	Apr-07	8		X	X		fee schedule explanation
4/25/2007	San Diego Sports Medicine	claims payment	Claims rework completed	8/23/2007	Apr-07	84		X	X		claims processor error
5/8/2007	Angelica Zaid	new issue/claims payment	researching/clms pd correctly	5/16/2007	May-07	6		X	X		physician office issue
5/10/2007	George Shoptow	leasing arrangements	Spoke w/Rebecca at Dr office to address her questions	6/6/2007	May-07	19		X	X		contract explanation
5/10/2007	Ronald Batin	Interested provider	prov contacted and given credentialing info and contract rate being negotiated	6/15/2007	May-07	25		X	X		new contract desired
5/23/2007	Peter Fung	Appeal	Clms reprocessed/complete	6/20/2007	May-07	19			X		claims processor error

5/24/2007	Robert Blackwelder	Prov states contract s/b termed	prov termed in system, clm rework initiated	6/7/2007	May-07	9		X	X		termination not recorded correctly
5/24/2007	Allan Au	Prov changed TIN/states should still be par	Dr signed new contract/clm rework initiated	7/19/2007	May-07	39		X	X		demographics update
5/25/2007	Aruna Chakravorty	Prov states incorrect begin date on contract	system updated/clms rework initiated	7/6/2007	May-07	29		X	X		contract reloaded
5/25/2007	Tristy Shaw	rovider waiting for signed contrac	welcome letter sent 5/31/prov contract eff 6/1	6/26/2007	May-07	22		X	X		physician office issue
5/29/2007	Stephen Millman	UBH-HMO claims issues	UBH claims reprocessed	6/15/2007	May-07	11		X			UBH claims issue
5/29/2007	Modesto Radiology	claims payment	system updated/clms rework completed	8/16/2007	May-07	55			X		contract reloaded
5/30/2007	Mary Nave	Prov states receiving incorrect claim reimbursement/wants copy of rates.	Sent CD with rate/reimbursement is correct	6/20/2007	May-07	14			X		fee schedule explanation
6/4/2007	Lawrence Baker	Participation status	DOS prior to 6/23 sent to Maria Thompson	6/25/2007	Jun-07	15			X		pre-6/23/06 issue
6/4/2007	Robert Freinkel	Formulary	Brian sent prov letter	6/21/2007	Jun-07	12			X		Pharmacy issue
6/5/2007	M Min Yi	Claim payment	clm reprocessed 6/18	6/25/2007	Jun-07	14			X		claims processor error
6/7/2007	Hosea Brown	Request for additional records	add'l records rec'd clms processed/prov faxing new clm list	6/15/2007	Jun-07	6			X		medical records necessary to proc
6/8/2007	Leslie Weil	Contract begin date	clm rework complete 8/3/07	7/5/2007	Jun-07	19		X	X		contract reloaded
6/8/2007	Alta California M.G.	incorrect address	2 claims issues,clms project complete	6/25/2007	Jun-07	12		X			demographics update
6/8/2007	Michael Papalian	Claim payment	prov states claims issue resolved, new contract being negotiated.	6/25/2007	Jun-07	12			X		new contract desired
6/12/2007	Pediatric Ortho	Claim payment	Dr record updated clm pd	7/5/2007	Jun-07	16			X		demographics update
6/14/2007	Allergy and Asthma	Contract begin date	sent CD w/rates/system updated/clms rework initiated	7/19/2007	Jun-07	25		X	X		contract reloaded
6/14/2007	Brad Drexler	claim payment-non-par	Non-emergent svcs	6/25/2007	Jun-07	8			X		claims processor error
6/14/2007	Christopher Schmidt	claim payment	clms reprocessed correctly	6/25/2007	Jun-07	8			X		claims processor error
6/19/2007	Diablo Valley Women	incorrect address	DOS prior to 6/23/06, sent to Maria Thompson/resolved	8/3/2007	Jun-07	31			X		pre-6/23/06 issue
6/20/2007	Thomas Munyon	Claim payment	TIN changed/clms rework initiated	7/19/2007	Jun-07	21		X	X		demographics update
6/21/2007	Miguel Gonzales	Denial	clm pd/complete	7/5/2007	Jun-07	10			X		claims processor error
6/22/2007	Andy Coren	Rx-denial	Completed	7/20/2007	Jun-07	20				AARP	Medicare Part D
6/27/2007	Emmel and Oberemok	TIN change	TIN changed/clms rework initiated	7/19/2007	Jun-07	16			X		demographics update
7/12/2007	Dario Perez	Provider wants copy of contract	Sent copy of contract	7/24/2007	Jul-07	9		X	X		contract explanation
7/23/2007	Warren Medical	Provider needs help with billing	Provider rec'd help from EDI	7/25/2007	Jul-07	1		X	X		EDI questions
7/24/2007	Randal Pham	Refund Request	clms reprocessed/sent cd with rates	9/5/2007	Jul-07	29			X		claims processor error
8/3/2007	Urology Associates	Member Appeal	Claims reprocessing	8/28/2007	Aug-07	18			X		claims processor error
8/7/2007	Pacific Heart/Baines	Credentialing	Dr Bains added to the grp	8/15/2007	Aug-07	6			X		demographics update
8/10/2007	Terry Lin	Claim Payment	Sent for claims rework/rework complete	9/27/2007	Aug-07	34			X		claims processor error
8/13/2007	Stephen Meffert	Claim payment	working on new contract	1/15/2008	Aug-07	109	X	X	X		new contract desired
8/13/2007	Javad Jamshidi/Stockton MRI	Claim Payment	Sent copy of contract and CD, clms pd correctly	8/16/2007	Aug-07	2		X	X		fee schedule explanation
8/24/2007	Leslie Radentz	Claim Payment	Claim processed	8/30/2007	Aug-07	4		X			claims processor error
8/28/2007	Paradise Med Grp	Claims payment	clms reprocessed through First Health	9/4/2007	Aug-07	4			X		shared savings vendor question
9/4/2007	Daniel Cummings	Refund Request	Refund requested in error/system fixed	9/12/2007	Sep-07	6		X			refund request corrected
9/5/2007	Robert Lock	Claim Payment	clm reprocessed	9/21/2007	Sep-07	11			X		claims processor error
9/6/2007	Douglas Smith	Claim Payment	claims reprocessed correctly	9/12/2007	Sep-07	4	X	X			claims processor error
9/10/2007	Jose Guanzon	Participation status	system updated submitted clms rework	9/26/2007	Sep-07	11		X	X		demographics update
9/11/2007	Suzanne Austin	Claim Payment	sent claims rework for recovery of overpayments	9/27/2007	Sep-07	11		X	X		overpayment against contract
10/1/2007	Marie Pletsch	SH claims bouncing between med grp and PCC	Claims reprocessed	10/30/2007	Oct-07	21	X				misdirected claims
10/2/2007	Marin Gastro-Dan Kao	Prov unable to get clm payment	DOS 4/12/06-forwarded to Maria Thompson/Jodi to f/u w/Maria/Maria to supply CMA with duplicate EOB	10/16/2007	Oct-07	10			X		pre-6/23/06 issue
10/5/2007	William Averill	Claim payment	clms reprocessed for payment	10/16/2007	Oct-07	8	X	X			claims processor error
10/5/2007	Hemet Radiology Med Grp	Claim Payment	payment on original three claims has been completed	11/13/2007	Oct-07	27	X				claims processor error
10/5/2007	Peninsula Pediatric	Claim payment	all three claims reprocessed	10/16/2007	Oct-07	8			X		claims processor error
10/10/2007	Andrew Brooks	Claim payment	one claim pd correctly	10/16/2007	Oct-07	4			X		claims processor error

10/19/2007	Northridge Fac Plas Surg	Claim Payment	sent to claims/claims is reprocessing w/different comments	12/18/2007	Oct-07	42			X		claims processor error
10/24/2007	Roman Malvehy	Claim Payment	Sent to claims/claims processed	12/6/2007	Oct-07	30		X	X		claims processor error
10/26/2007	David Kosh	Vaccine rates	New contract sent to provider	11/9/2007	Oct-07	9		X	X		new contract desired
10/29/2007	Robert Lum	Claim Payment	MCR Prime/Indemnity/clms processed	11/16/2007	Oct-07	12			X		pre-6/23/06 issue
11/14/2007	San Jose Cardiac Surgery	Claim Payment/Stop Payment	Claims reissued 10/15/07/stop payment placed payment to incorrect provider/ prov seeking reimbursment for 2 assist surg.	2/14/2008	Nov-07	64				X	PFFS issue
11/19/2007	Cardiovascular Associates	Claim Payment	Researching/meeting 12.27/prov contacted to renegotiate contract	1/9/2008	Nov-07	36		X	X		new contract desired
11/27/2007	Stephen Henry	Claim Payment	MCR opt out/clms reprocessed	12/6/2007	Nov-07	6				X	Medicare opt out
11/28/2007	Skin Surg Med Grp	Claim Payment	prov having issues w/appeals dept/wants different reimbursement/clms reprocessed	1/17/2008	Nov-07	35	X	X			appeal department
11/29/2007	Bruce Friedman	1-HMO-claim issue	Mbr has HMO, clm sent to med grp appropriately	12/6/2007	Nov-07	5	X				misdirected claims
11/29/2007	Visalia OB/GYN	IUD reimbursement	1-claim/claims reprocessing as over ride	1/8/2008	Nov-07	28			X		benefits incorrectly stated
12/6/2007	John Hackert	prov upset w/ TAT on signed contract	Contract sent to prov 12/7	12/18/2007	Dec-07	9		X	X		new contract desired
12/11/2007	Denial Code unit frequency		Elena provided CMA w/ # of CA impacted claims	1/17/2008	Dec-07	26			X		UHC claims system issue
12/18/2007	Hemet Radiology Med Grp	Claims bouncing between med grp and healthplan	addressing the "bouncing" issue	12/18/2007	Dec-07	-	X				misdirected claims