Diaz, Jean

From: Henggeler, Laura D
Sent: Friday, April 27, 2007 2:56 PM
To: Diaz, Jean
Subject: FW: Urgently needed changes to the CA EOB
Attachments: LATEST DRAFT OF EOBS 04272007.msg

Hi Jean:

The EOBs have been put on hold until we hear back from Nicoleta. So far, she has not answered me on what needs to be changed. I also left you hard copies of this info on your desk, but wanted to send you an e-mail, too. Also, attached above are the most recent drafts of the EOBs that were going to go out for print 5/2.

Thank you!

Laura

From: Mitchell, Steven D
Sent: Friday, April 27, 2007 9:37 AM
To: Henggeler, Laura D
Cc: Yang, Yu-yen; Pena, Vanessa M
Subject: RE: Urgently needed changes to the CA EOB

Laura,

Not a problem. We will put the implementation on hold until we receive the new changes from you.

Steve Mitchell
UnitedHealth Group IT
Operations & Maintenance
Bottomline Payment Management System
6251 Katella Ave, Cypress CA 90630
(714) 252-0616

From: Henggeler, Laura D
Sent: Friday, April 27, 2007 9:31 AM
To: Yang, Yu-yen; Pena, Vanessa M
Cc: Mitchell, Steven D
Subject: RE: Urgently needed changes to the CA EOB

I just got a call from the California DOI and they stated they still have issues with our EOBs (I thought we had agreement, but they found something "new"). Can we put these on hold until I find out the new changes that the DOI wants for our EOBs?

I apologize, I know that we have made many changes--and even though this has been "urgent" we keep putting it on hold. I will let you know as soon as I hear back from the DOI, which will hopefully be today. I expect that this will effect the date when the changes will be made, which I will report to the DOI.

Thank you,
Laura Henggeler

From: Yang, Yu-yen

Sent: Thursday, April 26, 2007 5:22 PM
To: Henggeler, Laura D; Pena, Vanessa M
Cc: Mitchell, Steven D
Subject: RE: Urgently needed changes to the CA EOB

Please review the 2 attached PDF files with new EOP/EOB appeal language for check group 003 and 005.

Please let me know of any changes that need to be done.

The password is "PHS".

Thanks!

Yu-Yen Yang
Uniprise, A United Health Group Company
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Fax: (714)252-0681
Mail Stop: CA120-0455

Yu-yen yang@phs.com

From: Henggeler, Laura D
Sent: Monday, April 23, 2007 8:48 AM
To: Henggeler, Laura D; Yang, Yu-yen; Pena, Vanessa M
Cc: Mitchell, Steven D
Subject: RE: Urgently needed changes to the CA EOB

Please see below--I just forgot to add the word "request"--this would be the correct language...

> You may also ~~be eligible for~~ request an Independent Medical Review (IMR)~~.~~ if you believe the services have been improperly denied, modified or delayed by the insurer or any of its contracting providers.

Laura