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| | A | B | G | X | Z | AC | AD | AE | AF | AI |
|----|--|--------|-------------|--|---------------|--------------|------------|----------------|---|------------------------|
| 1 | Calltracker January 1, 2005 - July 30, 2009 | | | | | | | | | |
| 2 | ALevelID | CMAID | ALCreatedBy | POther | PResolvedDate | PCreatedDate | PCreatedBy | chrIssue | chrLevel1 | chrCompSocName |
| 3 | 714 | 132136 | R Wilke | sent 0135 | 4/26/2005 | 4/26/2005 | fnavarro | Payment Issue | Recoupment of overpayments | SAN MATEO |
| 4 | 5264 | 160969 | fnavarro | herb marks (AGAIN) w/questions about FPA bankruptcy and pacificare contract and sequoia IPA. | 1/11/2007 | 7/25/2005 | awetzel | Contract Issue | Contract Negotiations | SAN MATEO |
| 5 | 5264 | 160969 | fnavarro | Herb marks - pacificare direct contract. | 1/9/2007 | 8/9/2005 | awetzel | Contract Issue | Contract Analysis | SAN MATEO |
| 6 | 5264 | 160969 | fnavarro | sequoia physicians alliance contacting w/pacificare. | 1/9/2007 | 8/18/2005 | awetzel | Contract Issue | Contract Negotiations | SAN MATEO |
| 7 | 5264 | 160969 | fnavarro | herb marks with update on pacificare contracting. | 1/9/2007 | 9/7/2005 | awetzel | Contract Issue | Contract Negotiations | SAN MATEO |
| 8 | 5264 | 160969 | fnavarro | herb marks (again!) with update no PC contract. | 1/10/2007 | 10/24/2005 | awetzel | Contract Issue | Contract Negotiations | SAN MATEO |
| 9 | 8176 | 142743 | jprychun | MFN clause in contract-referred her to 1040 | 3/31/2005 | 3/31/2005 | jprychun | Contract Issue | Contract Negotiations | SONOMA |
| 10 | 9585 | 779281 | astrumolo | Left message on cell phone. Had inquiry about Pacificare/uhc contract. | | 4/27/2006 | awetzel | Contract Issue | Contract Analysis | (no component society) |
| 11 | 2350 | 343220 | aziv | member with question about pc contract. | 1/10/2007 | 9/5/2006 | awetzel | Contract Issue | Contract Analysis | (no component society) |
| 12 | 10705 | 805849 | awetzel | referred by catalina. | 1/10/2007 | 9/5/2006 | awetzel | Contract Issue | Contract Analysis | (no component society) |
| 13 | 6490 | 222177 | fnavarro | Dr. Asta referred by Alice at ACCMA. Question about protocol and terminating existing contract with PacifiCare. Emailed response and recommendations to both Alice and Dr. Asta at 11:49 pm 6/12/06. | 6/12/2006 | 6/12/2006 | awetzel | Contract Issue | Termination by Physician | ALAMEDA-CONTRA COSTA |
| 14 | 6490 | 222177 | fnavarro | Email from Dr. Asta requesting update on Pacificare contract. Emailed her follow-up on 7/10/06. | 7/10/2006 | 7/10/2006 | awetzel | Contract Issue | Contract Analysis | ALAMEDA-CONTRA COSTA |
| 15 | 10208 | 120853 | awetzel | Practice administrator - East Bay Endosurgery, Inc., 3300 Webster Street Suite 312, Oakland, CA 95609, Ph. (510) 444-3297, Fax (510) 444-6421, cgalstian@eastbaygi.com. Existing contract with PacifiCare for ancillary services | | 8/22/2006 | awetzel | Contract Issue | Non disclosure of fees or Claims Adjudication info | ALAMEDA-CONTRA COSTA |
| 16 | 6943 | 124090 | jneufeld | requesting new analysis of PC. Emailed updated analysis to her on 9/26/06. | 9/26/2006 | 9/26/2006 | awetzel | Contract Issue | Contract Analysis | ALAMEDA-CONTRA COSTA |
| 17 | 7869 | 147927 | jprychun | Questions and concerns about UHC Pacificare contract-forwarded copy of alert article and copy of contract analysis. | 5/17/2006 | 5/17/2006 | jprychun | Contract Issue | Unfair terms | ALAMEDA-CONTRA COSTA |
| 18 | 7869 | 147927 | jprychun | questions regarding what happens if she doesn't sign new PC/UHC contract. Currently contracted with PacifiCare HMO only through John Muir IPA, contract effective until end of 2007. | 6/26/2006 | 6/26/2006 | awetzel | Contract Issue | Contract Negotiations | ALAMEDA-CONTRA COSTA |
| 19 | 7869 | 147927 | jprychun | Contract termination not honored. Per Tammy Marovich, contract will be termed in Sept. | 8/10/2006 | 8/10/2006 | awetzel | Contract Issue | | ALAMEDA-CONTRA COSTA |
| 20 | 7869 | 147927 | jprychun | Continued problems with negotiating contract with PacifiCare. Referred to contract review as well as survival toolkit, and TC. AW intervened with Tammy Marovich at PC. Linda working on signing new contract to stay in network. Had terminated contract. | 1/8/2007 | 9/8/2006 | awetzel | Contract Issue | Contract Negotiations | ALAMEDA-CONTRA COSTA |
| 21 | 9696 | 152987 | awetzel | questions. | 4/25/2006 | 4/25/2006 | awetzel | Contract Issue | Contract Analysis | ALAMEDA-CONTRA COSTA |
| 22 | 1046 | 418370 | R Wilke | questions regarding new pacificare/uhc contract and unfair terms. | 6/29/2006 | 6/29/2006 | awetzel | Contract Issue | Contract Analysis | ALAMEDA-CONTRA COSTA |
| 23 | 1046 | 418370 | R Wilke | more questions about pacificare contract. | 1/10/2007 | 9/12/2006 | awetzel | Contract Issue | Contract Analysis | ALAMEDA-CONTRA COSTA |
| 24 | 1046 | 418370 | R Wilke | Claire - termed PC contract in April 2004, still showing as participating provider and still paid at contracted rate. | 10/19/2006 | 10/19/2006 | awetzel | Contract Issue | Termination by Physician | ALAMEDA-CONTRA COSTA |
| 25 | 1901 | 182441 | R Wilke | Questions and concerns about new Pacificare/UHC contract. Faxed her the contract analysis. | 6/29/2006 | 6/29/2006 | awetzel | Contract Issue | Contract Analysis | ALAMEDA-CONTRA COSTA |

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|----|-------|--------|----------|---|------------|------------|---------|----------------|--------------------------|----------------------|
| 26 | 7841 | 406315 | neufeld | From Alice C. at ACCMA. Termed pacificare contract in Jan, but PC says never got it. Won't retro term, but agreed to Aug 1, 2006 term date. As of 8/11, physician is still showing as non-contracted. Email to Tammy M. at Pacificare on 8/11/06 to determine status. | 8/11/2006 | 8/11/2006 | awetzel | Contract Issue | Termination by Physician | ALAMEDA-CONTRA COSTA |
| 27 | 10179 | 186154 | awetzel | Status of PC contract review w/DMHC changes? Sent PC contract review. | 12/21/2006 | 8/14/2006 | awetzel | Contract Issue | Contract Analysis | ALAMEDA-CONTRA COSTA |
| 28 | 10179 | 186154 | awetzel | Patti in dr. shultz's office with update on negotiations with UHC/Pacificare. | 1/8/2007 | 9/12/2006 | awetzel | Contract Issue | Contract Negotiations | ALAMEDA-CONTRA COSTA |
| 29 | 10179 | 186154 | awetzel | Letter from UHC re: renegotiate reimbursement. Seeking advice from CMA. Can't comment on reimbursement rates, referred to Taking Charge. | 12/21/2006 | 12/21/2006 | awetzel | Contract Issue | Contract Negotiations | ALAMEDA-CONTRA COSTA |
| 30 | 524 | 187374 | R Wilke | | 1/10/2007 | 10/12/2006 | awetzel | Contract Issue | Contract Negotiations | ALAMEDA-CONTRA COSTA |
| 31 | 9787 | 189801 | awetzel | resina@aol.com. Concerns about PacifiCare/UHC contract. Emailed him the analysis and discussed his options. Very appreciative and will bring analysis to a noon meeting he has with his group. | 5/16/2006 | 5/16/2006 | awetzel | Contract Issue | Contract Negotiations | ALAMEDA-CONTRA COSTA |
| 32 | 10632 | 611567 | awetzel | non member w/pc negotiation question. | 12/21/2006 | 12/21/2006 | awetzel | Contract Issue | Contract Negotiations | ALAMEDA-CONTRA COSTA |
| 33 | 2116 | 215681 | R Wilke | Dr. Thorp w/questions regarding contract language of new Pacificare/UHC contract. Emailed charlene a copy of the contract review. Charlene@paradisemedicalgroup.com. | 6/28/2006 | 6/28/2006 | awetzel | Contract Issue | Contract Analysis | BUTTE-GLENN |
| 34 | 2116 | 215681 | R Wilke | Dr. Thorp with more questions about UHC/PC contract. He is finalizing negotiations. | 11/17/2006 | 11/17/2006 | awetzel | Contract Issue | Contract Negotiations | BUTTE-GLENN |
| 35 | 9785 | 147806 | awetzel | Dr. Kang with questions regarding proposed pacificare/united contract. He will download from website. | 5/16/2006 | 5/16/2006 | awetzel | Contract Issue | Contract Analysis | FRESNO-MADERA |
| 36 | 10708 | 183678 | awetzel | | 1/10/2007 | 9/28/2006 | awetzel | Contract Issue | Contract Analysis | FRESNO-MADERA |
| 37 | 5719 | 100976 | williams | Silva with email request for copy of pacificare survival kit. | 8/9/2006 | 8/9/2006 | awetzel | Contract Issue | Contract Analysis | LOS ANGELES |
| 38 | 9942 | 102720 | mtierney | Email from Bella, office manager, referred by Peggy regarding PacifiCare contract. | 6/20/2006 | 8/20/2006 | awetzel | Contract Issue | Contract Analysis | LOS ANGELES |
| 39 | 150 | 109508 | R Wilke | UHC/PC issues-he termed less than 90 days ago, but PC is not processing his claims as in network more of the time. Once in a while they pay the claims at the contracted rate, but generally, they are paying them at below the contracted rate. He is going to fax info to me. Also advised he can file complaint with DOI 11/20 - Faxed issue over to Kristine Markle at PC/UHC. 12/5 - Per Kristine, claims will be reprocessed with interest if applicable. Letter to Dr. Borok from UHC/PC. 12/11 - LM for Dr. Borok 12/13 - Spoke with office manager as Dr. Borok is out of office - adv of status with UHC. She wants to confirm that PC/UHC is showing they are termed at their Devonshire office TIN 954305592. However, Dr. Borok is still participating with a group TIN. She will send info to me on term letter that was sent end of September. | | 10/26/2006 | jblack | Payment Issue | Underpayment | LOS ANGELES |
| 40 | 8182 | 109863 | jprychun | terminated PC contract, wants to renegotiate rates. Called 9/19 to state he has not been contacted by PC to renegotiate. AW emailed request to Tmarovich at PC asking them to contact him regarding his contract. | 9/28/2006 | 9/28/2006 | awetzel | Contract Issue | Contract Negotiations | LOS ANGELES |
| 41 | 8182 | 109863 | jprychun | seeking guidance on contract negotiations. | 10/9/2006 | 10/9/2006 | awetzel | Contract Issue | Contract Negotiations | LOS ANGELES |
| 42 | 4356 | 116335 | csargent | | 1/10/2007 | 10/10/2006 | awetzel | Contract Issue | Contract Analysis | LOS ANGELES |

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| 43 | 1681 | 117820 | R Wilke | concerns about new pacificare contract. Referred to analysis on website. | 6/7/2006 | 6/7/2006 | awetzel | Contract Issue | Contract Analysis | LOS ANGELES |
| 44 | 273 | 127054 | R Wilke | | 1/10/2007 | 11/11/2006 | awetzel | Contract Issue | Contract Analysis | LOS ANGELES |
| 45 | 1934 | 128331 | R Wilke | Left message 4/17 3:45 pm. Spoke w/Dr. Finerman on 4/21/06. Discussed PacificCare contract and options. | 4/21/2006 | 4/17/2006 | awetzel | Contract Issue | Contract Analysis | LOS ANGELES |
| 46 | 1934 | 128331 | R Wilke | Question about UHC - Pacificare contract negotiations. | 8/16/2006 | 8/16/2006 | awetzel | Contract Issue | Contract Negotiations | LOS ANGELES |
| 47 | 1934 | 128331 | R Wilke | | 1/23/2007 | 8/30/2006 | awetzel | Contract Issue | Contract Analysis | LOS ANGELES |
| 48 | 8495 | 300085 | jwilliams | Question about status of new PC contract and acceptability of terms. Informed him we were completing a contract review. | 9/12/2006 | 9/12/2006 | awetzel | Contract Issue | Contract Negotiations | LOS ANGELES |
| 49 | 9482 | 128938 | awetzel | UHC/PC, BCE sold contract to Multiplan. Can they do this. | 1/11/2007 | 12/12/2006 | awetzel | Contract Issue | Contract Analysis | LOS ANGELES |
| 50 | 4855 | 140645 | fnavarro | Manager w/email inquiry about new UHC/Pacificare contract. | 5/9/2006 | 5/9/2006 | awetzel | Contract Issue | Contract Analysis | LOS ANGELES |
| 51 | 4655 | 140645 | fnavarro | Greg Nicoll w/email re: abusive contracting behavior by Pacificare. Advised on material breach vs. terminating prior to contract change becoming effective. Will fax over documentation of contract termination and PC/UHC's contracting behavior. | 7/27/2006 | 7/27/2006 | awetzel | Contract Issue | Contract Negotiations | LOS ANGELES |
| 52 | 1289 | 147356 | R Wilke | | 1/10/2007 | 10/5/2006 | awetzel | Contract Issue | Contract Analysis | LOS ANGELES |
| 53 | 4870 | 607298 | csargent | from Jodi in Sept 06. PC did not pay on \$1300 procedure. LM with Katherine T, no call back. Closing ticket. | 12/21/2006 | 12/21/2006 | awetzel | Payment Issue | Denial | LOS ANGELES |
| 54 | 10344 | 173634 | awetzel | Questions regarding Pacificare contract and UHC. Wants information on terminating contract with PC. | 9/26/2006 | 9/26/2006 | awetzel | Contract Issue | Termination by Physician | LOS ANGELES |
| 55 | 8 | 179511 | R Wilke | Faxed 0135 | 2/14/2006 | 2/14/2006 | jprychun | Payment Issue | Recoupment of overpayments | LOS ANGELES |
| 56 | 3700 | 188779 | sgardinier | | 1/10/2007 | 9/8/2006 | awetzel | Contract Issue | Contract Analysis | LOS ANGELES |
| 57 | 3779 | 214833 | sgardinier | LACMA referred Dina. Has existing contract with Pacificare. Did not receive notice of fee schedule reduction. Referred to PC/UHC contract analysis as well as on call 0124. | 9/8/2006 | 9/8/2006 | awetzel | Contract Issue | Contract Negotiations | LOS ANGELES |
| 58 | 10579 | 510912 | awetzel | Dr. Adame and docs are new CMA members. Requesting assistance with analyzing PC/UHC contract. Sent analysis as well as on-call on contract analysis, 1705 as well as on-all index w/welcome to cma email. Tina has several concerns with proposed uhc contract. | 12/5/2006 | 12/5/2006 | awetzel | Contract Issue | Contract Analysis | MONTEREY |
| 59 | 10279 | 114305 | awetzel | | 1/10/2007 | 9/5/2006 | awetzel | Contract Issue | Contract Analysis | MONTEREY |
| 60 | 10279 | 114305 | awetzel | referred by Jill at MCMS. Leslie. Not contracted with UHC. Received letter informing them that McGraw Hill employees can see physician until end of year on an in-network basis, asking physician to agree. | 9/8/2006 | 9/8/2006 | awetzel | Contract Issue | Unfair Penalties | MONTEREY |
| 61 | 835 | 135069 | R Wilke | tax id 94-2255931. Signed contract with pacificare; however, his contract hasn't been counter-signed and sent back to him, patients are being told he is not contracting. AW email Tammy Marovich at PC on 8/10/06. | 8/10/2006 | 8/10/2006 | awetzel | Contract Issue | Contract Negotiations | MONTEREY |
| 62 | 7206 | 424571 | jneufeld | | 1/10/2007 | 9/5/2006 | awetzel | Contract Issue | Contract Analysis | MONTEREY |
| 63 | 7206 | 424571 | jneufeld | Tina Holmes. Has existing PC contract but never received notice of fee reduction. Referred to analysis, toolkit, and to CMS to attend TC seminar. | 9/8/2006 | 9/8/2006 | awetzel | Contract Issue | Contract Negotiations | MONTEREY |
| 64 | 2399 | 513254 | csargent | email from Dr. Taylor re: FCC-UHC contract. Had just rec'd survival kit from Monterey Co med society. | 8/10/2006 | 8/10/2006 | awetzel | Contract Issue | | MONTEREY |
| 65 | 512 | 176393 | R Wilke | | 4/17/2006 | 4/17/2006 | awetzel | Contract Issue | Contract Analysis | NAPA |
| 66 | 512 | 176393 | R Wilke | assistance with drafting letter to patients regarding UHC/Pacificare contract. Through Mary Ann at county. | 6/27/2006 | 6/27/2006 | awetzel | Contract Issue | Contract Analysis | NAPA |
| 67 | 512 | 176393 | R Wilke | Returned call from Brenda on 6/27 regarding Pacificare/UHC contract question negotiating contract with UHC/PC. Termed contract due to low reimbursement. Send CMA analysis. | 11/20/2006 | 6/27/2006 | awetzel | Contract Issue | other | NAPA |
| 68 | 9889 | 329052 | jprychun | | 12/5/2006 | 12/5/2006 | awetzel | Contract Issue | Contract Negotiations | NAPA |

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| 69 | 9889 | 329052 | jprychun | received amendment to PC/UHC. Is it consistent with DMHC ordered changes? AW review. | 12/21/2006 | 12/21/2006 | awetzel | Contract Issue | Contract Analysis | NAPA |
| 70 | 8990 | 104969 | jprychun | Catherine had questions about UHC/Pacificare contract-forwarded copy of contract analysis and copy of Alert article. | 5/1/2006 | 5/1/2006 | jprychun | Contract Issue | Non-Compliance Contract Terms | ORANGE |
| 71 | 2776 | 111675 | berdei | Email from Bonnie w/questions about new PacificCare contract and managed care contracting resources. Called Bonnie 5/22/06. Referred to contract analysis, Taking Charge and MC Toolkit. | 5/22/2006 | 5/22/2006 | awetzel | Contract Issue | Contract Analysis | ORANGE |
| 72 | 1634 | 511507 | R Wilke | concerns about new pacificare contract. Emailed him contract review to pdahl2@netscape.net | 5/16/2006 | 5/16/2006 | awetzel | Contract Issue | Contract Analysis | ORANGE |
| 73 | 747 | 133883 | R Wilke | | 1/10/2007 | 9/13/2006 | awetzel | Contract Issue | Contract Analysis | ORANGE |
| 74 | 747 | 133883 | R Wilke | referred by FN, has questions about UHC/PC contract. LM at 3 pm 9/15. | | 9/15/2006 | awetzel | Contract Issue | Contract Negotiations | ORANGE |
| 75 | 2629 | 210238 | sgardinier | question regarding new pacificare contract. LM on 6/7/06 at 1:37 pm. Pacificare now saying deadline extended to August 31. Advised to not feel pressured to sign contract. | 6/7/2006 | 6/7/2006 | awetzel | Contract Issue | Contract Analysis | ORANGE |
| 76 | 3023 | 315802 | Inavarro | Question about Pacificare/the contract. Faxed her the analysis. | 7/7/2006 | 7/7/2006 | awetzel | Contract Issue | Contract Analysis | PLACER-NEVADA |
| 77 | 746 | 159806 | R Wilke | Concerns about new PacificCare contract, wanted info on how UHC will access her practice. | 4/17/2006 | 4/17/2006 | awetzel | Contract Issue | Contract Negotiations | RIVERSIDE |
| 78 | 6154 | 200311 | Inavarro | high risk obstetrics Don't want to pay for w/s on same day as policy. Professional component billing. May terminate. | 10/23/2006 | 10/23/2006 | awetzel | Contract Issue | Contract Negotiations | RIVERSIDE |
| 79 | 6164 | 200311 | Inavarro | cheryl with problems with UHC accessing First Health discount. Question: terminate first or ask for copy of contract first? | 11/6/2006 | 11/6/2006 | awetzel | Contract Issue | Contract Negotiations | RIVERSIDE |
| 80 | 942 | 412798 | R Wilke | question about options if doesn't sign UHC/Pacificare contract. UHC sending his patients letters. | 6/21/2006 | 6/21/2006 | awetzel | Contract Issue | Contract Analysis | SAN DIEGO |
| 81 | 1029 | 333351 | R Wilke | Received letter from United HealthCare that unless physicians signs contract, they will be paid at a percentage of CMS. Doctor did not sign new contract, questions about threatening letter from UHC. | 7/13/2006 | 7/13/2006 | awetzel | Contract Issue | Unfair terms | SAN DIEGO |
| 82 | 10721 | 122231 | awetzel | | 1/11/2007 | 12/1/2006 | awetzel | Contract Issue | Contract Analysis | SAN DIEGO |
| 83 | 9784 | 148720 | awetzel | Concerns with Pacificare-UHC contract. Emailed her the contract analysis. | 5/16/2006 | 5/16/2006 | awetzel | Contract Issue | Contract Negotiations | SAN DIEGO |
| 84 | 5834 | 155662 | sgardinier | outraged at pacificare contract offer, wants to know if he can notify patients. Also discussed taking charge and upcoming seminar at SDCMS. | 6/22/2006 | 6/22/2006 | awetzel | Contract Issue | Contract Analysis | SAN DIEGO |
| 85 | 10169 | 514763 | awetzel | e his application. | 8/11/2006 | 8/11/2006 | awetzel | Contract Issue | Contract Negotiations | SAN DIEGO |
| 86 | 9940 | 524417 | awetzel | Lucy at SDCMS with Dr. Pallia's questions about Pacificare new fee schedule. Lucy will give Dr. Pallia my direct phone number and refer him to the contract analysis. | 6/19/2006 | 6/19/2006 | awetzel | Contract Issue | Unfair terms | SAN DIEGO |
| 87 | 9940 | 524417 | awetzel | Call from Dr. Pallia regarding new uhc/pacificare contract. LM on his cell phone 619-540-4082 on 6/21 at 1:45 pm. | | 6/21/2006 | awetzel | Contract Issue | Contract Analysis | SAN DIEGO |
| 88 | 10420 | 411405 | awetzel | Claudia with question regarding UHC and 60% reduction in fees. Practice never received notice from PC that fee would be reduced. | 10/18/2006 | 10/18/2006 | awetzel | Contract Issue | Contract Negotiations | SAN DIEGO |
| 89 | 10395 | 185621 | awetzel | nonmember, referred to SDCMS by Ted Mazer. Emailed drilaschmidt@yahoo.com a copy of the PC contract analysis and survival toolkit and talked to her about membership. Forwarded contact info to SDCMS. | 10/12/2006 | 10/12/2006 | awetzel | Contract Issue | Contract Negotiations | SAN DIEGO |
| 90 | 9791 | 792267 | awetzel | Referred by Tom Gehrig. Concerns with pacificare/uhc contract. Emailed her the analysis and referred to Taking Charge. Dr. has already signed the contract without looking at fees. Discussed her options. | 1/8/2007 | 5/16/2006 | awetzel | Contract Issue | Contract Analysis | SAN DIEGO |
| 91 | 9791 | 792267 | awetzel | referred by Tom Gehrig. Concerns about pacificare/uhc contract and low fee schedule. She signed contract w/o consulting fee schedule. Discussed her options. Emailed her Pacificare contract review on 5/16/06. | 5/16/2006 | 5/16/2006 | awetzel | Contract Issue | Contract Analysis | SAN DIEGO |

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| 92 | 9791 | 792267 | awetzel | Pacificare/UHC not paying according to contracted rate-LM for Dr. Truong 3:28 PM. | | 9/19/2006 | jblack | Payment Issue | Underpayment | SAN DIEGO |
| 93 | 10591 | 104194 | aoppenheim | negotiating with PC/UHC but contract not given to physician. Ross Trackman is person at PC. Didn't get contracts loaded until October. Will not retroactively back date contract. | 1/11/2007 | 12/12/2006 | awetzel | Contract Issue | Contract Negotiations | SAN FRANCISCO |
| 94 | 1728 | 160800 | R Wilke | concerned by UHC/pacificare contract. | 6/9/2006 | 6/9/2006 | awetzel | Contract Issue | Contract Analysis | SAN FRANCISCO |
| 95 | 194 | 172368 | R Wilke | Copy of letter from Dr. Owen to pacificare terminating contract. Treats HIC/AIDS patients. Lisa Hays at PC not returning calls. | 11/6/2006 | 11/6/2006 | awetzel | Contract Issue | Termination by Physician | SAN FRANCISCO |
| 96 | 194 | 172368 | R Wilke | PC refusing to call him back. Sent term letter. AW emailed issue to Kristine Markle at UHC. | 1/11/2007 | 12/13/2006 | awetzel | Contract Issue | Contract Negotiations | SAN FRANCISCO |
| 97 | 4671 | 185452 | jwilliams | Therese at San Francisco med society for Dr. Schindler. He is looking for information on how to terminate his contract with United Healthcare/PacifiCare. | 8/3/2006 | 8/3/2006 | awetzel | Contract Issue | Contract Analysis | SAN FRANCISCO |
| 98 | 3385 | 190435 | aziv | <p>UHC sent her patients notice that she is terminated from network. EMAIL TO PC: Denise Smart, MD (Tax ID # 94-3078019) contacted CMA requesting intervention with PacifiCare/UHC. Apparently Dr. Smart has a direct contract with PacifiCare and has been in direct discussions with Sherry Armstrong regarding the possibility of signing the new PC/UHC contract. Dr. Smart's patients have received a letter from UHC informing them that she is no longer contracted and that the patient must find another physician. Neither Dr. Smart nor PacifiCare have sent notice of termination. Additionally, patients that have called PacifiCare are being told that Dr. Smart is not a participating provider. This physician is a busy surgeon, and she has lost several patients over the past few days as the result of the notice that was sent to her patients. Several surgeries have been cancelled as the patients are being told that services provided by Dr. Smart will be on an out-of-network basis. I am requesting your intervention as follows:</p> <ol style="list-style-type: none"> 1. Determine Dr. Smart's participating status. Dr. Smart did not terminate her contract. 2. Correct her participating status in your database. 3. Automatically reprocess claims that have been paid at the out of network level (if applicable). 4. Immediately send a letter of correction to Dr. Smart's patients clarifying her participation. 5. For those patients that are currently scheduled for surgery, we would request that you advise us of the status of their insurance. <p>As I mentioned, Dr. Smart is a busy surgeon and many of her UHC patients have p</p> | 1/5/2007 | 12/5/2006 | awetzel | Contract Issue | Deselection | SAN FRANCISCO |
| 99 | 900 | 191334 | R Wilke | Emailed copy of survival toolkit and will request that UHC/PC contact him directly about his contract and renegotiating-physician was not aware of the change that took place 6/23/06. | 12/19/2006 | 12/19/2006 | jblack | Contract Issue | Unfair terms | SAN FRANCISCO |
| 100 | 4330 | 423890 | aziv | <p>Problems with rates from PC/UHC-state More pays at between \$1800-2200 for PET scan-states UHC/PC would only offer \$300 for same procedure and UHC/PC staff advised the practice that 'other providers accept that rate' and refused to negotiate. Prena wants to know what their options are. Adv they can ask to renegotiate the rate for this procedure, can close their practice to new UHC/PC patients or can terminate agreement with UHC/PC if they choose to do so.</p> <p>Emailed copy of PC survival kit to Prena.</p> | 11/16/2006 | 11/16/2006 | jblack | Contract Issue | Unfair terms | SAN JOAQUIN-CALIFORNIA |

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|-----|-------|--------|------------|--|-----------|------------|---------|----------------|-------------------------------|-----------------|
| 101 | 9319 | 114469 | jneufeld | 16:20 PM: 11-29-06. Received cert mail from Kristine at PC to Dr. Castellanos stating that his fee schedule has now been loaded appropriately and that his claims will be reprocessed. Spoke with Lisa at doctor's office and she is pleased! | 11/7/2006 | 11/7/2006 | awetzel | Contract Issue | Non-Compliance Contract Terms | SAN LUIS OBISPO |
| 102 | 843 | 173863 | R Wilke | Question about Pacificare/UHC contract. Database shows as non-member. Left message with Dr. Pawlik on 4/27 (Stacy) and a message with SLO county to check membership status. | | 4/27/2006 | awetzel | Contract Issue | Contract Analysis | SAN LUIS OBISPO |
| 103 | 8501 | 180973 | jprychun | Dr. Rodgers spoke w/HLIS and stated that they will email him copy of Pacificare analysis. Reviewed problematic contract clauses. He is particularly concerned about other payor/leasing clause. | 4/17/2006 | 4/17/2006 | awetzel | Contract Issue | Contract Negotiations | SAN LUIS OBISPO |
| 104 | 15 | 132175 | R Wilke | Will Raymundo at San Mateo cms with request for survival toolkit. Emailed to wraymundo@smcms.org. | 8/28/2006 | 8/28/2006 | awetzel | Contract Issue | Contract Analysis | SAN MATEO |
| 105 | 3142 | 412479 | csargent | referred by HLIS. Called Kim Griffin, RN, back on Nov. 3. Problems with negotiating PC/UHC contract. Provided intervention with Pacificare through Tammy Marovich. Tammy informed me she would resolve the issue with Dr. Griffin's office. Called Kim back with update on 11-3-06. Contacted by Kim Griffin, RN on 11-14-06, states Daisy Bishop from PHS called her, asked for copies of EOBs, but then hasn't heard back from them. Emailed issue to Kristine Markle for status on 11-14-06. | 1/11/2007 | 11/14/2006 | awetzel | Contract Issue | Contract Negotiations | SAN MATEO |
| 106 | 5264 | 160969 | fnavarro | Herb Marks (father) with questions about Pacificare contract. | 1/8/2007 | 7/29/2006 | awetzel | Contract Issue | Contract Negotiations | SAN MATEO |
| 107 | 9655 | 341316 | awetzel | Saw Alert article on pacificare, question regarding referring to non-contracting ASCs. | 4/17/2006 | 4/17/2006 | awetzel | Contract Issue | Unfair terms | SAN MATEO |
| 108 | 2409 | 603641 | aziv | Dr. Grace Ang referred by SCCMA regarding status of Pacificare/uhc contract. Referred her to analysis on website. | 7/7/2006 | 7/7/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 109 | 7312 | 102526 | astrumolo | Major concerns with Pacificare contract. PC told her that they would pay her 105% of the \$52.00, not of Medicare!!!! Referred her to contract analysis and to TC. Added 5/9/2006 11:53:15 AM: Referred by SCCMA. | 5/9/2006 | 5/9/2006 | awetzel | Contract Issue | Contract Negotiations | SANTA CLARA |
| 110 | 7182 | 106541 | jneufeld | question regarding communicating with patients why he is unable to contract with Pacificare/United due to unfair contract terms. | 6/2/2006 | 6/2/2006 | awetzel | Contract Issue | Unfair terms | SANTA CLARA |
| 111 | 9789 | 109160 | awetzel | questions regarding PC/UHC contract. LM with Martha on 5/16 at 1:30 pm. | | 5/16/2006 | awetzel | Contract Issue | Contract Negotiations | SANTA CLARA |
| 112 | 10581 | 109647 | awetzel | | 1/11/2007 | 12/11/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 113 | 5865 | 116431 | sgardinier | Concerns with new Pacificare contract and new notice received from PC telling them they will lose UHC business unless they sign the contract. Reviewed contract provisions with Dr. Choslovsky. He was pleased CMA is on top of this issue. | 4/24/2006 | 4/24/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 114 | 9803 | 116603 | mterney | new pacificare contract. No experience in contracting. Referred to Taking Charge on on-call. | 5/22/2006 | 5/22/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 115 | 3071 | 125524 | fnavarro | Questions regarding Pacificare contract. | 4/17/2006 | 4/17/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 116 | 6486 | 126304 | astrumolo | Opting not to sign new contract. | 6/21/2006 | 6/21/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 117 | 2136 | 341854 | R Wilke | concerns with new contract being offered by pacificare/uhc. | 3/23/2006 | 3/23/2006 | awetzel | Contract Issue | Unfair terms | SANTA CLARA |
| 118 | 4038 | 131111 | sgardinier | has 2002 contract with Pacificare. Does she need to sign new contract. | 4/25/2006 | 4/25/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 119 | 4038 | 131111 | sgardinier | Julia with more questions regarding proposed Pacificare - United Health care contract. | 5/16/2006 | 5/16/2006 | awetzel | Contract Issue | Contract Negotiations | SANTA CLARA |
| 120 | 10704 | 335330 | awetzel | | 1/10/2007 | 8/28/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 121 | 6132 | 523042 | fnavarro | Pacificare says terminated through SCCIPA, but not all docs are SCCIPA. Sent issue to Markle. Letter sent to doc on 1-10-07 | 1/11/2007 | 12/18/2006 | awetzel | Contract Issue | Termination by Payor | SANTA CLARA |
| 122 | 1301 | 144816 | R Wilke | Mary in Dr. Iwahashi's office. Rejected UHC/Pacificare contract. Just rec'd notice of unilateral. | 1/9/2007 | 6/1/2006 | awetzel | Contract Issue | Contract Negotiations | SANTA CLARA |

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|-----|-------|--------|-----------|---|------------|------------|---------|----------------|--------------------------|-------------|
| 123 | 8479 | 605978 | awetzel | | 1/10/2007 | 11/16/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 124 | 10723 | 152025 | awetzel | Urology associates - pacificare termed contract, he's with SCCIPA. Sent issue to Markle. Letter from PC to doc on 1-10-07. | 1/11/2007 | 12/18/2006 | awetzel | Contract Issue | Termination by Payor | SANTA CLARA |
| 125 | 9813 | 157876 | awetzel | PacificCare direct contract. Received notice of material change to contract fees, effective July 1. Opting to terminate agreement, wants to know if they can notify patients and employer groups. Referred to 1099 for sample term letters. | 5/22/2006 | 5/22/2006 | awetzel | Contract Issue | Contract Negotiations | SANTA CLARA |
| 126 | 10094 | 339963 | awetzel | Referred by Sandie at SCCMA. Spoke with Pat Cunningham. Dr. Gallo signed the new PacificCare contract and now wants to terminate. Advised her on termination procedure and timelines. Referred to Taking Charge and Silent PPO ON-CALL. | 7/25/2006 | 7/25/2006 | awetzel | Contract Issue | Termination by Physician | SANTA CLARA |
| 127 | 1696 | 514289 | R Wilke | Opted to not participate with Pacificare through SCCIPA, now Pacificare saying will not honor termination. Will fax copy of SCCIPA contract. Spoke w/PC, said for physician to send term letter via certified mail to PC at the address in their contract. Advised Dr. Lum to send term letter directly to PC at 5757 Plaza Drive, #150, Cypress, CA 90630. | 7/27/2006 | 7/24/2006 | awetzel | Contract Issue | Contract Negotiations | SANTA CLARA |
| 128 | 9866 | 162001 | awetzel | Woreen with questions about PacificCare/UHC contract. | 6/2/2006 | 6/2/2006 | awetzel | Contract Issue | Contract Negotiations | SANTA CLARA |
| 129 | 1782 | 164180 | R Wilke | Julie referred by Sandie at SCCMA. Termed PC through SCCIPA but Pacificare not honoring termination, still listed as participating provider. Had her download copy of contract analysis and advised that she can mail term to SCCIPA as well as to Pacificare and demand that they take Dr. Menkes' name off the provider list. | 6/29/2006 | 6/29/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 130 | 1539 | 507329 | R Wilke | LM with Alicia on 6/28. Spoke w/Alicia. Doctor signed contract as PC/UHC increased her reimbursement but now she is concerned about the contract provisions. Referred her to contract analysis on website and advised that she is locked in for one year. | 6/28/2006 | 6/28/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 131 | 2436 | 614824 | aziv | Referred by SCCMA. Julie with question about negotiating contract with PacificCare/United. Dr. Morganroth only surgeon in area. Referred to contract analysis of PacificCare contract as well as to Taking Charge. | 6/29/2006 | 6/29/2006 | awetzel | Contract Issue | Contract Negotiations | SANTA CLARA |
| 132 | 9728 | 169660 | astrumolo | Medical Director to large agricultural company. Looking at going to United health care and is concerned about contract. Referred to contract review. | 5/2/2006 | 5/2/2006 | awetzel | Contract Issue | Unfair terms | SANTA CLARA |
| 133 | 9728 | 169660 | astrumolo | His employees have United Healthcare and is concerned about network. Advised him to contact his broker to get list of participating physicians. Also referred Pam Hymel, MD medical director to CISCO for SCCMA membership. | 6/20/2006 | 6/20/2006 | awetzel | Contract Issue | other | SANTA CLARA |
| 134 | 9728 | 169660 | astrumolo | email from Dr. Newman re: concerns with UHC requesting copies of EOBs from other payors and contracted rates. Emailed him the Survival Kit and advised of HIPAA and confidentiality clauses in contracts and potential material breach of contract. | 8/15/2006 | 8/15/2006 | awetzel | Contract Issue | Contract Negotiations | SANTA CLARA |
| 135 | 9728 | 169660 | astrumolo | UHC provided misleading talking points to employer group about network and physicians signing the agreement. | 9/19/2006 | 9/19/2006 | awetzel | Contract Issue | Contract Negotiations | SANTA CLARA |
| 136 | 10601 | 400060 | awetzel | UHC new contract presented, not sure how to negotiate. Hannah - cell 408-210-6413. Not confident about contract negotiations. Referred to Taking Charge, or-call. | 12/14/2006 | 12/14/2006 | awetzel | Contract Issue | Contract Negotiations | SANTA CLARA |
| 137 | 10724 | 516498 | awetzel | Urology associates - pacificare termed contract, he's with SCCIPA. Sent issue to Markle. Letter from PC to doc on 1-10-07. | 1/11/2007 | 12/18/2006 | awetzel | Contract Issue | Termination by Payor | SANTA CLARA |
| 138 | 1562 | 172939 | R Wilke | Urology associates - pacificare termed contract, he's with SCCIPA. Sent issue to Markle. Letter from PC to doc on 1-10-07. | 1/11/2007 | 12/18/2006 | awetzel | Contract Issue | Termination by Payor | SANTA CLARA |

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|-----|-------|--------|------------|---|------------|------------|---------|----------------|--------------------------|-------------|
| 139 | 974 | 179414 | R Wilke | Upset about proposed PacifiCare/UHC contract. Rheumatology. PC told her that they will be in more of a position to negotiate after the June 22 deadline. Emailed Barbara a copy of the contract analysis to admbarb@verizon.com | 5/16/2006 | 5/16/2006 | awetzel | Contract Issue | Contract Negotiations | SANTA CLARA |
| 140 | 8541 | 339025 | jprychun | Alice with concerns about PacifiCare/UHC contract. Will fax over contract for review. | 5/22/2006 | 5/22/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 141 | 2050 | 188824 | R Wilke | Rebecca contracted with Medical Dimensions forcing them to sign PC/UHC contract. Referred to analysis and TC. | 10/18/2006 | 10/18/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 142 | 9984 | 190230 | awetzel | Referred Physical therapy center across hallway to CMA. Question about seeing United HC patients out of network. | 6/28/2006 | 6/28/2006 | awetzel | Contract Issue | Contract Negotiations | SANTA CLARA |
| 143 | 10350 | 215718 | awetzel | through Sandie at SCCMA. PC not honoring contract termination through SCCIPA. Advised to send term letter directly to PC per survival kit. | 9/29/2006 | 9/29/2006 | awetzel | Contract Issue | Termination by Physician | SANTA CLARA |
| 144 | 4737 | 504931 | sgardinier | Referred by Sandie Becker at SCCMA. Renegotiated contract with PacifiCare; however, PC telling them that it will take them a couple of months to load the new rates. Meanwhile, getting paid at the lower rates. | 10/19/2006 | 8/25/2006 | awetzel | Contract Issue | Contract Negotiations | SANTA CLARA |
| 145 | 8405 | 512826 | jwilliams | | 1/10/2007 | 9/5/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 146 | 8405 | 812826 | jwilliams | problems with uhc/pc contract. LM for Trisha O'Hanlan 408-358-1888, ext 133 on 9/8 | | 9/8/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 147 | 8405 | 812826 | jwilliams | | 1/10/2007 | 9/19/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 148 | 9781 | 305908 | awetzel | Outraged at new PacifiCare contract. Questions about notifying employer groups that not signing contract. Suggested to Sue that they review the Anti-Trust ON-CALL document. | 5/15/2006 | 5/15/2006 | awetzel | Contract Issue | Contract Negotiations | SANTA CLARA |
| 149 | 8280 | 607565 | astrumolo | concerns about new contract. Referred to analysis on website. Also asked to be added to Alert fax list, forwarded request to Katherine Gallia. | | 6/1/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 150 | 8280 | 607565 | astrumolo | concerns about new contract, also asked to be added to fax alert distribution list, forwarded request to Katherine Gallia. | 6/1/2006 | 6/1/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 151 | 2065 | 505565 | R Wilke | Very concerned about PacifiCare contract and was told that if he doesn't sign contract he will no longer be able to see UHC patients. Was very complimentary of the analysis and of CMA. | 4/25/2006 | 4/25/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 152 | 523 | 208753 | R Wilke | concerns about PacifiCare/UHC contract and reimbursement levels. Suggested he also review Taking Charge and Silent PPO action guide. | 4/6/2006 | 4/6/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 153 | 137 | 216240 | R Wilke | UHC is processing claims out-of-network as of 6-23-06; however, they have a current contract. AW called Tammy Marovich at PC and she is researching the issue. | | 8/3/2006 | awetzel | Contract Issue | Termination by Physician | SANTA CLARA |
| 154 | 9189 | 213176 | astrumolo | Question regarding new PacifiCare contract. Signed contract, now wants to terminate. | 5/22/2006 | 5/22/2006 | awetzel | Contract Issue | Contract Negotiations | SANTA CLARA |
| 155 | 798 | 514568 | R Wilke | Patient who works for Cisco (United HealthCare) received notice from employer that can continue to see current physician on in-network basis until the end of the year. Will fax notice over. No communication has gone out to physicians. Will fax communication over. | | 6/2/2006 | awetzel | Contract Issue | Unfair terms | SANTA CLARA |
| 156 | 7801 | 214853 | jneufeld | | 1/10/2007 | 9/19/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 157 | 7342 | 612413 | jwilliams | Mark Young in Dr. Yam's office 408-455-2959 mistakenly signed PC contract and now wants out due to low reimbursement. | 8/1/2006 | 8/1/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 158 | 9897 | 524697 | awetzel | Pacificare contract concerns. Referred by Sandee at SCCMA. | 6/9/2006 | 6/9/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CLARA |
| 159 | 1895 | 126131 | R Wilke | concerns about pc contract. Interested in TC. | 4/17/2006 | 4/17/2006 | awetzel | Contract Issue | Contract Negotiations | SANTA CRUZ |

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|-----|-------|--------|-----------|---|-----------|------------|---------|----------------|-------------------------------|--------------------------|
| 160 | 9565 | 771394 | mlierney | Patient was in auto accident, asked that physician not bill PacifiCare. Auto didn't pay, so patient submitted claim to PacifiCare and is now requesting refund from physician. Physician is contracted, I explained that they cannot balance bill patient in this scenario and would need to refund the patient the difference between the PC contracted rate and the billed charges they collected at the time of surgery. | 4/25/2006 | 4/25/2006 | awetzel | Contract Issue | other | SANTA CRUZ |
| 161 | 9565 | 771394 | mlierney | Maria with another question regarding contract language/pacifiCare. Faxed over PC contract. I referred her to see 4.1 and 4.4 of contract. | 4/27/2006 | 4/27/2006 | awetzel | Contract Issue | Contract Analysis | SANTA CRUZ |
| 162 | 10233 | 108841 | awetzel | Dr. Blum's contract has been loaded correctly. LM with Dr. Blum to give him an update. | 8/29/2006 | 8/29/2006 | awetzel | Contract Issue | Contract Negotiations | SIERRA SACRAMENTO VALLEY |
| 163 | 1906 | 120076 | R Wilke | | 1/10/2007 | 10/1/2006 | awetzel | Contract Issue | Contract Analysis | SIERRA SACRAMENTO VALLEY |
| 164 | 5651 | 343514 | jwilliams | PC not loading contract. Claims outstanding. | 1/10/2007 | 10/10/2006 | awetzel | Contract Issue | Delay | SONOMA |
| 165 | 9981 | 124108 | awetzel | is in process of negotiation PacifiCare/UHC contract. UHC requesting EOBs and rates from other health plans. Advised him that his contracts with other payors may prohibit him releasing this information. | 7/14/2006 | 7/14/2006 | awetzel | Contract Issue | Contract Negotiations | SONOMA |
| 166 | 10580 | 775954 | awetzel | Dear Aileen, I have been reading some of your well-written articles and thought you might be able to direct me to resources. In August, I gave my credit card to Sonoma County Medical Assn to join both that organization and the CMA. In early November, I surfaced from boards and noted that they had not yet charged my card. Today I spoke with them and they apparently had an incorrect number and are trying again. So SOON I WILL be a member. I have spent a ridiculous amount of time simply getting through the credentialing people at PacifiCare/United Healthcare this week just to get the materials to apply. All week the reward of speaking with a very restrictive machine for an extended period of time was an answering machine message that the credentialing department was gone for Thanksgiving and would be open again on Monday, 11/27. That was 4 full workdays ago and nothing has changed. Twice I was lucky enough to get a human but they put me back into the same voicemail dead-end. Do you know of some resource whereby I can write to all the main plans in California to ask for credentialing forms? As a fellowship-trained Neurolog Santa Rosa, CA | 12/5/2006 | 12/5/2006 | awetzel | Contract Issue | Contract Analysis | SONOMA |
| 167 | 9819 | 211045 | awetzel | questions about pacifiCare contract. Left message at 4 pm on 5/22/06. | | 5/22/2006 | awetzel | Contract Issue | Contract Negotiations | SONOMA |
| 168 | 6025 | 201206 | csargent | Payment issues - UHC/PC-signed contract that was supposed to be effective 6/23/06 - kept calling UHC who kept saying they did not receive it. Sent another copy via fax and received fax conf, but UHC still stated they did not receive. Finally they say they received, but not until 9/1/06, which would be their effective date. UHC states they can not go back and make contract retroactive to 6/23/06. Physician has submitted claims after 9/1/06 DOS and is still receiving payment as though they are not participating. Req Rayanna. 11/21 - Email to Kristine at PC for update on status. Per Kristine, still in review. Requested update. Called Rayanna and LM for her at 4:14 PM to advise of status. 1/19 - Per Kristine, issue has been corrected and claims have been reprocessed. Raenna at practice has confirmed that payments were received. | 2/1/2007 | 11/16/2006 | jblack | Contract Issue | Non-Compliance Contract Terms | STANISLAUS |
| 169 | 10706 | 515656 | awetzel | | 1/10/2007 | 9/5/2006 | awetzel | Contract Issue | Contract Analysis | STANISLAUS |

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|-----|------|--------|------------|---|-----------|------------|---------|----------------|-----------------------|----------------------|
| 170 | 2518 | 329695 | csargent | Ela left msg on hotline regarding pacificare/uhc contract. LM on 5/16/06 at 1:15 pm. | 6/27/2006 | 5/16/2006 | awetzel | Contract Issue | Contract Negotiations | TULARE |
| 171 | 1452 | 164833 | R Wilke | didn't sign new Pacificare/UHC contract; however, they are concerned that UHC will now access them through existing Pacificare contract. They have had issues with United being secondary to medicare and not paying the 20%, telling them to bill patient. Referred to D116. | 6/27/2006 | 6/27/2006 | awetzel | Contract Issue | other | TUOLUMNE |
| 172 | 406 | 126003 | R Wilke | email to legal re: pacificare newsletter asking all physicians to submit financial reports. LM on 03/13/06. | 3/13/2006 | 3/13/2006 | awetzel | Contract Issue | other | VENTURA |
| 173 | 8565 | 158588 | awetzel | referred by Mary Carr. Trying to negotiate PC/UHC contract, UHC asking for copies of fee schedules from other payors. Also referred Maria to PacifiCare contract analysis on the website. | 6/13/2006 | 6/13/2006 | awetzel | Contract Issue | Contract Negotiations | VENTURA |
| 174 | 7190 | 516789 | jwilliams | Contract negotiations with UHC/PC. Taking discount through Ventura Physicians IPA, which terms end of year. Advised her to also term individual contract w/PC if she does not want UHC patients to access that rate. She has PC contract analysis, but wants to negotiate rates first. Will fax over negotiation letter for AW review. Also had questions re: Blue Cross and Blue Shield not paying for well-child – referred to JB. Dr. Onslot will fax over documentation to Jodi's attention. Also had question for FN about Medi-CAL payment on discharge day. Referred to FN on 12-11-06. | 12/7/2006 | 12/11/2006 | awetzel | Contract Issue | Contract Negotiations | VENTURA |
| 175 | 6490 | 222177 | fnavarro | More questions about PC/UHC contract negotiations. Faxed over proposed contract. | | 1/8/2007 | awetzel | Contract Issue | Contract Negotiations | ALAMEDA-CONTRA COSTA |
| 176 | 5619 | 103668 | sgardinier | Lydia with questions about Pacificare contract. Emailed analysis on 3-12. | 3/12/2007 | 3/12/2007 | awetzel | Contract Issue | Contract Analysis | ALAMEDA-CONTRA COSTA |

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|-----|-------|--------|----------|--|------------|------------|---------|----------------|--------------------------|----------------------|--|
| | | | | <p>Dear Ms. Wetzel,</p> <p>I would like to add my voice to the many physicians who have expressed frustration in dealing with PacifiCare/United. We have been attempting to re-negotiate a contract since 6/06 - initially with D. Timko, then with C. Laskey, followed by D. Koubec and most recently Daisy Bishop. Whenever we would get to the point of reviewing rates, the person we were dealing with would either stop returning phone calls or claim to no longer be involved with contracting. Although I am sure some of the problems stem from a 'poorly equipped, disorganized corporation', there also appears to be some intentional 'used car salesman' tactics in play. It would seem that after being United providers for at least 10 years that we have earned at least the courtesy of their returning our phone calls. In the meantime, our United patients are in a state of limbo as they try to decide if they can continue to see us or if they have to find a new physician.</p> <p>Perhaps most discouraging, however, is that if we finally do negotiate a new contract we will then need to address the next problem, i.e. dealing on a daily basis.</p> <p>Please continue to represent our concerns to DMHC and DOI - we are in an untenable position.</p> <p>Thank you,</p> <p>Catherine M. Behrens, M.D. 1895 Mowry Avenue #103 Fremont, CA 94538</p> | | | | | | | |
| 177 | 850 | 106310 | R Wilke | | 6/11/2007 | 6/11/2007 | awetzel | Contract Issue | Contract Negotiations | ALAMEDA-CONTRA COSTA | |
| 178 | 10891 | 766530 | awetzel | Rachel attended TC seminar in Concord. She had questions regarding negotiating her contract with PC/UHC. Has reviewed CMA's analysis. | 3/21/2007 | 3/21/2007 | awetzel | Contract Issue | Contract Negotiations | ALAMEDA-CONTRA COSTA | |
| 179 | 10891 | 766530 | awetzel | Rachel asking if she can send a letter of negotiation under her name and not Dr. Chiu. | 3/21/2007 | 3/21/2007 | awetzel | Contract Issue | Contract Negotiations | ALAMEDA-CONTRA COSTA | |
| 180 | 3163 | 130252 | csargent | needed clarification on how pc-uhc merger affects his fee schedule | 7/12/2007 | 7/12/2007 | awetzel | Contract Issue | other | ALAMEDA-CONTRA COSTA | |
| 181 | 5704 | 165478 | fnavarro | USBH/PacifiCare said they termed him from network, but never received notice. Now sending notices to patients. | 10/18/2007 | 10/18/2007 | awetzel | Contract Issue | Termination by Payor | ALAMEDA-CONTRA COSTA | |
| 182 | 4301 | 329121 | berdei | PacifiCare/UHC not responding to requests to negotiate contract. Ruth Ann Grimes, 530-898-1201, billing company. Carl Laski not helping, Cherry Armstrong not returning calls. AW to email Markle on 5-10-07. | | 5/10/2007 | awetzel | Contract Issue | Contract Negotiations | BUTTE-GLENN | |
| 183 | 10708 | 183678 | awetzel | Questions about PC/UHC contract and analysis. | 3/9/2007 | 3/9/2007 | awetzel | Contract Issue | Contract Analysis | FRESNO-MADERA | |
| 184 | 9482 | 128938 | awetzel | PC won't give copy of contract. Will term unless receive copy. | 1/11/2007 | 1/11/2007 | awetzel | Contract Issue | Termination by Physician | LOS ANGELES | |
| 185 | 4876 | 150298 | williams | June attended CAMGMA conference in San Diego - TC. Questions about UHC contract. Advised download contract analysis. | 4/9/2007 | 4/9/2007 | awetzel | Contract Issue | Contract Analysis | LOS ANGELES | |
| 186 | 8493 | 178039 | prychun | She got a cert letter from PC/UHC yesterday stating that they are terminating her contract on October 1st because her medical license is expired and that she failed the site visit. She states that her license isn't up for renewal until Nov. 1st and that they never came to her office for a visit. LM for her 1:20 PM | | 9/10/2007 | black | Contract Issue | Deselection | LOS ANGELES | |
| 187 | 2511 | 108357 | csargent | contract expired. Now UHC saying contract as of 6/23/06. Corey Grubs at UHC. Says contracted thru phcs, but practice never contracted with phcs. Emailed KM and EM at PC/UHC at 5-24-07. | | 5/23/2007 | awetzel | Contract Issue | Termination by Physician | MENDOCINO-LAKE | |
| 188 | 11278 | 796087 | awetzel | Amy 707-224-7944 attended TC seminar in Napa | 7/9/2007 | 7/9/2007 | awetzel | Contract Issue | Contract Negotiations | NAPA | |

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|-----|-------|--------|------------|---|-----------|-----------|----------|----------------|----------------------------|---------------|
| 189 | 11271 | 220728 | awetzel | Mindy with problems with PC and psychiatric claims - denied for timely filing, prior auth, etc. AW to refer issue to Kristine at PC/UHC. | | 6/27/2007 | awetzel | Payment Issue | Denial | NORTH VALLEY |
| 190 | 9494 | 515759 | mrtierney | Heather at Dr. Jenkins office called - has been playing phone tag with AEW - has been contracted with PC since before merger, has always had issues, but much worse since merger with UHC. Has claims outstanding back to 11/06 - has been sending tracers and making phone calls, never gets return calls. Advised to fax 3 examples, (orig claims, eobs, denials, appeals, etc.) and I'd pass on to Aileen. GF | | 3/28/2007 | gfonseca | Payment Issue | Delay | PLACER-NEVADA |
| 191 | 9494 | 515759 | mrtierney | Email from Nancy that they are having problems with a PC collection agency. Emailed her and asked her to call or email with details. | | 7/20/2007 | jblack | Payment Issue | Recoupment of overpayments | PLACER-NEVADA |
| 192 | 5032 | 620866 | jwilliams | Claim denied stating pt not eligible-called and was advised that was incorrect-pt has been eligible since 2004-they will reprocess claim-no check came, they called again and were told patient wasn't eligible. Requested Dr. Radentz fax copy of claim form and denial to me. I will forward to PC. 8/31 - Red email from PC that it was processed in error - pt is eligible but it will be applied to his deductible. Email back to Kristine to confirm when corrected EOBs will go out. | | 8/21/2007 | awetzel | Payment Issue | Denial | RIVERSIDE |
| 193 | 5983 | 121381 | sgardinier | Aileen, I was reviewing your Pacifcare/United Contract Analysis from 4/2006. One of our offices has just received a new contract 'replacing our Pacifcare provider contract'. It looks like it is their contract as of 2/2006. Do you know if UH has updated their contract with issues raised by you with DMHC? Just wondering if you have had any further analysis so that I can better analyze this new contract offering. thank you! Monica 619-220-4100 x118 619-398-1221 FAX mvanderw@ringmed.com. Sent her 9/06 updated version of contract analysis. | 1/31/2007 | 1/31/2007 | awetzel | Contract Issue | Contract Analysis | SAN DIEGO |
| 194 | 10287 | 517865 | aoppenheim | Hi Aileen, On behalf of my group, San Diego Sports Medicine and Family Health Center, I would like to echo the complaints of the other physicians with this organization. Our contract was cancelled on December 23 and then reinstated a month later. We are still waiting to get our new contract rates. We have been working with Debra Pearson for over eight months. If you need to contact me or have any suggestions on to more effectively work with this organization please contact me via email or at 619-229-3920 ext 159. Dr. F. Allen Richburg is a member of CMA. AW LM with Cynthia x125 on 3/21/07. LM for Jan Brunsting on 4-25-07 requesting documentation. Also emailed inquiry to Markle. AW returned call from Jan Brunsting on 4-20-07 at 9:30 am. Thank you. Sincerely, Jan Brunsting Administrator | | 3/2/2007 | awetzel | Contract Issue | Contract Negotiations | SAN DIEGO |

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|-----|-------|--------|-----------|--|------------|-----------|---------|----------------|----------------------------|-----------------|
| 195 | 11016 | 792265 | awetzel | formed contract with PC/UHC on July 16 with effective date of October 15, 2006. Claims still being processed as in-network. AW email to PC/UHC on 4-4-07 to correct situation. | | 4/4/2007 | awetzel | Contract Issue | Unfair terms | SAN DIEGO |
| 196 | 1777 | 221159 | R Wilke | Referred from JB. Gavin with question about whether contract rate can be extended to all tax id numbers, per the CMA analysis of the PC contract. Emailed answer on 1/22/07. | 1/22/2007 | 1/22/2007 | awetzel | Contract Issue | Contract Analysis | SAN DIEGO |
| 197 | 3385 | 190435 | aziv | After PC insisted she was out of network, not receiving claims processed as in-network. PC says can't give her a copy of contract or rates b/c it is so old, PC's systems do not go back that far. AW sent issue to Elena MdFenn, agreed that they were incorrect and will process dr. smart's termination effective 3/28 and will readjudicate payments to her. AW left msg with Wayne. | 3/28/2007 | 3/28/2007 | awetzel | Payment Issue | Underpayment | SAN FRANCISCO |
| 198 | 6081 | 221278 | fnavarro | Questions about UHC/PC investigation-also had overpayment withheld but didn't receive any notification of refund request. Also concerned they aren't being paid according to their contracted rate - email to Kristine. 6/20 - Per Kristine, they have provided physician with copy of their rates via CD. Also inquired about overpayment notification. Waiting for response. | | 5/30/2007 | jblack | Payment Issue | Recoupment of overpayments | SAN LUIS OBISPO |
| 199 | 1844 | 112187 | R Wilke | attempting to renegotiate UHC/PC contract. No response to initial letter. | 12/14/2007 | 8/1/2007 | awetzel | Contract Issue | Contract Negotiations | SAN MATEO |
| 200 | 3142 | 412479 | csargent | UHC sending notice to practice that they can't identify patient, yet they send a copy of the EOB! AW to email issue to Markle. | | 4/11/2007 | awetzel | Payment Issue | Delay | SAN MATEO |
| 201 | 3529 | 131483 | csargent | Pacificare mistakenly sent all checks to wrong address. They have repeatedly notified Pacificare of the problem but the claims remain unpaid. Will forward over to Kristine at UHC/PC. | | 4/18/2007 | jblack | Payment Issue | Delay | SANTA CLARA |
| 202 | 10998 | 619881 | rganschow | Dr. Kale with question about contract negotiations with PC/UHC. Feels not being reimbursed fairly. LM on vrn 4/3/07, 408-223-8236. 4-8-07 spoke w/dr. kale. Working with Cherie Armstrong at PC/UHC. Negotiated contract last Aug 06, billing company told UHC that the other 3 docs had lower fees, so now UHC is lowering her fee schedule on some codes and increasing on others. Advised review Anti-trust OC and to negotiate w/UHC. They need to provide prior notification. 4/18/2007-AEW forwarded Dr. Kale's message regarding wanting us to intervene on her behalf to negotiate a better fee schedule with UHC and instructed me to call Dr. Kale and advise that CMA is unable to do that due to anti trust laws. Her options are to continue to try and negotiate better rates herself or not re sign, but that was her decision. LM for Dr. Kale advising all above and to call me with any further questions. GF | 4/19/2007 | 4/3/2007 | awetzel | Contract Issue | Contract Negotiations | SANTA CLARA |

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|-----|-------|--------|------------|---|-----------|-----------|---------|----------------|----------------------------------|--------------------------|
| 203 | 2914 | 328874 | sgardinier | <p>I have been trying to terminate my Pacifcare PPO contract since the beginning of 2006! I have sent multiple letters, faxes and spoken to multiple people with Pacifcare who all say 'they are working on it' or 'I'll get back to you.' No one ever calls back or takes me off the contracted provider list. Patients see I'm still listed as a contracted provider on the website (as of 2.27.2007!). The EOBs state I'm contracted yet I have given Pacifcare PPO over 4 times my 90 day termination notice! My only option has been to turn away any new Pacifcare PPO patients since I am unwilling to accept the low reimbursement Pacifcare PPO has as a contracted provider. I am sure Pacifcare does not want to remove all the providers who have sent in terminations since their 'network' will be significantly reduced in size. Pacifcare has been completely unresponsive. Any help the CMA can give in this matter would be greatly appreciated.</p> <p>Mark S. Kita, M.D. Los Gatos, CA 95032 mkilaone@hotmail.com</p> | 4/12/2007 | 3/7/2007 | awetzel | Contract Issue | Termination by Physician | SANTA CLARA |
| 204 | 9736 | 423380 | prychun | Spoke with Chris-they have 12 claims where UHC/PC is not processing according to contracted rate-he has appealed and the 1st one came back upholding the original denial. Per Kimberly Gomez at UHC/PC Chris has to speak with Bobby Wehnight, Contracts Manager, to obtain specific page and clause of contract that allows them to pay less than contracted rate. Chris is going to wait for other responses to appeal before moving forward. He will call me when he's ready to proceed through liaison process. | | 6/12/2007 | jblack | Payment Issue | Underpayment | SANTA CLARA |
| 205 | 10094 | 339963 | awetzel | Pacifcare mistakenly sent all checks to wrong address. They have repeatedly notified Pacifcare of the problem but the claims remain unpaid. Will forward over to Kristine at UHC/PC. | | 4/18/2007 | jblack | Payment Issue | Delay | SANTA CLARA |
| 206 | 9535 | 167816 | mtierney | Pacifcare mistakenly sent all checks to wrong address. They have repeatedly notified Pacifcare of the problem but the claims remain unpaid. Will forward over to Kristine at UHC/PC. | | 4/18/2007 | jblack | Payment Issue | Delay | SANTA CLARA |
| 207 | 9728 | 169660 | astrumolo | submitted contract over 2 months ago and hasn't received executed copy back. | 1/11/2007 | 1/11/2007 | awetzel | Contract Issue | Contract Negotiations | SANTA CLARA |
| 208 | 9728 | 169660 | astrumolo | Dr. Newman with update on negotiations with UHC. GF to call him back on 2/7/07. Spoke to Dr. Newman on 2/7/07-he has negotiated a contract with UHC and a new fee schedule. He has yet to ever receive a signed executed copy of the contract and they had continued to pay him at the old rates, and now they are not paying him at all. He is considering hiring an attorney to sue them. Advised I would have AEW call him upon her return. GF | | 2/7/2007 | awetzel | Contract Issue | Contract Negotiations | SANTA CLARA |
| 209 | 7342 | 612413 | williams | Mike - 408455-2959. Signed PC contract a year ago, time to send in term notice. Requesting update no PC/UHC contract issues. Referred to most recent contract analysis and discussed option of sending term letter cert mail to PC that she is terminating contract, request rate renegotiation. Sherry Armstrong at PC has not returned numerous calls from Mike. | 1/18/2007 | 1/18/2007 | awetzel | Contract Issue | Contract Negotiations | SANTA CLARA |
| 210 | 1906 | 120076 | R Wiike | | | 6/30/2007 | awetzel | Payment Issue | Recoupment of overpayments | SIERRA SACRAMENTO VALLEY |
| 211 | 4893 | 110618 | williams | requesting meeting during leadership to talk about contracting issues with PC/UHC, blue cross, | 4/11/2007 | 4/11/2007 | awetzel | Contract Issue | Failure to provide 45-day notice | SONOMA |

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|-----|-------|--------|-----------|---|-----------|------------|---------|----------------|------------------------------------|----------------------|
| 212 | 5090 | 310450 | fnavarro | Mary Ellinger at Tulare county med society with question for dr. clinite, MEC president, regarding status of PacifiCare/United Healthcare issues. | 2/7/2007 | 2/7/2007 | awetzel | Contract Issue | Contract Negotiations | TUOLUMNE |
| 213 | 611 | 142852 | R Wilke | Saw alert article, questions on PC/UHC contract. GF verifying membership with Mary/Ventura. | | 3/13/2007 | awetzel | Contract Issue | Contract Analysis | VENTURA |
| 214 | 7190 | 516789 | jwilliams | sent cert mail requesting to negotiate contract, PC won't return call. Sent cert mail back in an envelope. AW emailed Kristine request to have a contracts negotiator call Dr. Onstot directly. | | 1/22/2007 | awetzel | Contract Issue | Contract Negotiations | VENTURA |
| 215 | 11546 | 605117 | awetzel | Dr. Behrens gave me your name as one who would have information as to how to handle UHC/Pacificare. My Pacificare PPO contract is horrible, and now UHC has decided to pay under the Pacificare contract rate. When we informed Pacificare we were cancelling their contract we were "informed" that our UHC contract would also be cancelled. Is that legal? What would you suggest? Thanks Scott W. Mack, MD. AW emailed back on 1-29-08 asking him to call me at his convenience. | | | | | | |
| 215 | 11546 | 605117 | awetzel | 1-31-08. Spoke to victoria. Gave her background on merger and issues. Happy! | 1/31/2008 | 1/29/2008 | awetzel | Contract Issue | Termination by Physician | ALAMEDA-CONTRA COSTA |
| 216 | 5704 | 165478 | fnavarro | Lynda with question about United going to electronic claims payment. Also not able to look up status of PacifiCare claims on the web anymore. AEW forwarded email to Lynda and Desiree to handle. | 5/16/2008 | 5/1/2008 | awetzel | Payment Issue | Inadequate explanation of benefits | ALAMEDA-CONTRA COSTA |
| 217 | 11604 | 185293 | DRice | Frank transferred Dr. Shenkman over. He resigned from Pacificare a year ago, received notice requesting refund of overpayment for 2.5 years ago. Will fax documentation to me next week. Also referred to TC, will fax contract analysis service OC.1705. AEW faxed issue to Kmarkle. Johnson & Rountree states patient is Secure Horizons - no, patient is PacifiCare Options PPO. 6-18-08, per Kristine, J&R has been asked to no longer try and recoup refund on this issue. Called Dr. Shenkman and let him know. Happy. | 6/18/2008 | 6/6/2008 | awetzel | Payment Issue | Recoupment of overpayments | KERN |
| 218 | 11563 | 101301 | awetzel | THANKS FOR KEEPING ME IN THE LOOP REGARDING LACMA/CMA. I APPRECIATE YOUR SOCIO-ECONOMIC UPDATES - AND IT SHOWS A LOT OF WORK ON OUR BEHALF. From Soccorso at LACMA. | 2/5/2008 | 2/5/2008 | awetzel | Other | | LOS ANGELES |
| 219 | 8529 | 152215 | jprychun | Email asking where fines collected by DMHC go. Managed care fund. Also sent him link to AB1155. | 2/5/2008 | 2/5/2008 | awetzel | Other | | LOS ANGELES |
| 220 | 8231 | 303042 | fnavarro | Rec'vd fax from Isabel asking for assistance with underpayment. I called her and asked for a copy of the appeal. She is going to appeal the claim and let me know. Case on hold for now. File in UHC folder of open cases. | 1/16/2009 | 12/12/2008 | DRice | Payment Issue | Underpayment | LOS ANGELES |
| 221 | 11821 | 142497 | fnavarro | Original fax sent to FN. Verified eligibility and claim denied for pre-existing. Email to Kmarkle and fax documentation. Told Anne I would f/u with PacifiCare. | | 6/18/2008 | awetzel | Payment Issue | Denial | ORANGE |
| 222 | 7540 | 343874 | jprychun | Johnson & Rountree notice of recoupment. From RCMS. LM 11-6. Call Dr. back on cell 951-285-0705. 11-25 - per Kristine, she is speaking directly with dr. apparently paid twice, by PrimeCare and pacificare, thus pacificare requesting refund. Notified Mary barnes at RCMA. Rec'd closure letter United dated 01-09. Confirmed PC paid claim in error. Primecare issued payment, PC requesting refund. Dr. McGinness states she doesn't have time to go through her A/R to verify. Keep ticket open until Dr. McGinness has time to review. If no response by 03/09, close issue. | 2/5/2009 | 11/6/2008 | awetzel | Payment Issue | Recoupment of overpayments | RIVERSIDE |

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|-----|-------|--------|------------|--|------------|------------|---------|----------------|---|----------------|
| 223 | 11013 | 798351 | awetzel | referred over by Des. Greg Mar on behalf of Dr. Jeffrey Mar PacifiCare dos 1/19/07, recovered the money on 8/28/08 they cannot do that 714-272-6282. AEW LM 11:20 am 09-30-08. Emailed my contact information on 10-2-08. AEW forwarded issues to Markle. PBH will contact greg directly. 11-13-08 spoke w/greg UBH stated will pay for outstanding claims, but only 2 of the 3 states markle told him that the didn't have first claim; however, I forwarded to her via fax. Asked if she wanted me to resend. | 2/3/2009 | 9/30/2008 | awetzel | Payment Issue | Recoupment of overpayments | SAN BERNARDINO |
| 224 | 11013 | 798351 | awetzel | Email from Greg: Question/concern for you regarding the DMHC dispute resolution process - I went to the DMHC web site and filed a complaint regarding "Payor unilaterally reclaiming funds" which is a clear violation of CCR 28 C.C.R. §1300 71(b)(5). The DMHC responds that I (the provider) have to "satisfy" a dispute resolution process (see below).... AEW called and spoke w/Greg regarding DMHC. Andrew George at DMHC will follow-up regarding pacificare recoupment issue. Told Greg to keep me in the loop. | 11/17/2008 | 11/17/2008 | awetzel | Payment Issue | Recoupment of overpayments | SAN BERNARDINO |
| 225 | 5983 | 121381 | sgardinier | Hi Aileen and Frank, Wondering if CMA has any feedback on the attached update to Pacificare P&P manual as it relates to 'authorization guarantee'? In reference to AB1324, Pacificare has created this policy and indicates we must have proof of verifying eligibility within 2 days of date of service. Does this seem valid when considering arguments made in your CMA on call doc #0145? We are Radiation Therapy...we often verify eligibility with a referred patient, then do not see them for days, then if treated, see them over weeks of treatment. We are concerned how this might impact us and perhaps we need to establish a new internal policy...I wonder if other insurers will establish this same type of policy?? I wonder if CMA legal has looked at this? I appreciate your input. Monica Van der W | 2/3/2009 | 11/20/2008 | awetzel | Contract Issue | Unfair terms | SAN DIEGO |
| 226 | 6434 | 126031 | csargent | Rec'vd call from Yuki has been trying to get claim paid for a year plus. PacifiCare shows no record of claim ever being received. She is sending me the documentation. I will forward as I review. 9/8 requested Medicare EOMB cannot send without. 9/18 sent e-mail to open new case with Kristine. 9/22 confirmed case was received by UHC via fax. 10/15 LM with answering service for Yuki at 3:27 pm UHC paid on acct #25569. 10/22 rec'vd message from Yuki all claims were paid. THANK YOU!! Case closed. | 10/23/2008 | 8/5/2008 | DRice | Payment Issue | Failure to acknowledge receipt of claim | SAN DIEGO |

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|-----|-------|--------|------------|--|-----------|------------|---------|---------------------|----------------------------|----------------------|
| 227 | 2775 | 137639 | sgardinier | Pacificare issues-Pt used POS-Pacificare paid but paid at a 50% reduction stating they didn't have prior auth. They appealed and were denied. Asked Jackie to forward info to me via fax. 2/1-Located fax and sent over to UHC. 2/4-Called Jackie at practice to advise of status. 4/11-Per Jackie, they paid-issue resolved. | 4/11/2008 | 1/8/2008 | jblack | Payment Issue | Underpayment | SAN DIEGO |
| 228 | 901 | 414893 | R Wilke | Pacificare requesting refund for Secure Horizons patient that was never Secure Horizons - 30 years old, and past 365 day limit. AEW intervened w/United and they will advise Johnson & Rountree to cease and desist any efforts to collect. | 5/13/2008 | 5/13/2008 | awetzel | Payment Issue | Recoupment of overpayments | SAN DIEGO |
| 229 | 10420 | 411405 | awetzel | Referred by Gabi. Margie ext 314. Johnson & Rountree requesting refunds on UHC patients. Asked Margie to determine if they are fully insured or self-insured. She'll call me back. Also referred her to 0124 and overpayment OC. Spoke to Margie 10-2-08, she will contest and send copy of letters to me to forward to United. | 2/20/2009 | 9/11/2008 | awetzel | Payment Issue | Recoupment of overpayments | SAN DIEGO |
| 230 | 1386 | 126171 | R Wilke | Appeal letter to Johnson & Rountree request for refund, appealing. Call Arnold Malin for more information. | | 6/16/2008 | awetzel | Payment Issue | Recoupment of overpayments | SAN MATEO |
| 231 | 809 | 151443 | R Wilke | Rec'vd call from Tracy requesting assistance with UHC contract. Dr. lerned with Pacificare years ago and never signed with UHC. Tracy is getting together documentation and will fax to me next week. Dr. is out of town. Fwd to AEW. | 1/8/2009 | 11/19/2008 | DRice | Contract Issue | Termination by Physician | SANTA BARBARA |
| 232 | 809 | 151443 | R Wilke | case work from Des. Traci w/dr. Kohn's office never signed United contract, united unable to produce copy. Had existing pacificare contract, but terminated in letter dated Aug 11 2008. AEW sent issue to United 12-17. 1-8-09 update: Closure letter from United. Honoring termination of contract retro to Nov 11, 2008 and all impacted claims will be reprocessed. Per Traci, Dr. Kohn still believes he was never contracted with United, but he had an existing pacificare contract that was the subject of the termination. | 1/27/2009 | 12/17/2008 | awetzel | Contract Issue | Termination by Physician | SANTA BARBARA |
| 233 | 6646 | 141376 | awetzel | Elizabeth from Dr. Alan Hill's office called with information on Pacificare. She said she wants to give you information to assist you in the "fight". She's got cases going back to July of last year. Her phone number is 707-829-8426. | 3/10/2008 | 6/26/2008 | awetzel | Payment Issue | Underpayment | SONOMA |
| 234 | 11160 | 185918 | jblack | Rec'vd case work from Dr. Schonbrun. Scanner is down will right up and sent to Kristien in the AM. 6/18 sent e-mail and fax to open case. NAMM is requesting a refund beyond 365 days and eligibility was verified for all 9 visits the day of. 7/20 faxed closure letter to Dr. Schonbrun. Added 7/20/2009 11:04:55 AM: \$1800.00 is financial impact to practice | 7/20/2009 | 6/16/2009 | DRice | Payment Issue | Denial | SAN DIEGO |
| 235 | 4687 | 791493 | sgardinier | Determine interest in testifying in pacificare prosecution. | 6/16/2009 | 6/10/2009 | awetzel | Special CMA Project | | SAN DIEGO |
| 236 | 2870 | 145436 | lnavarro | data base only, no action taken. Pacificare/Medcore. Secondary insurance, denial of deductible. | 2/5/2009 | 2/5/2009 | awetzel | Payment Issue | Denial | SAN JOAQUIN-CALV-AMA |

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| 237 | 3142 | 412479 | csargent | Contact Kim to determine willingness to provide declaration/testimony for DOI PacificCare prosecution. Agreed and forwarded contact information to Long/legal intern. | 6/10/2009 | 6/10/2009 | awetzel | Special CMA Project | | SAN MATEO |
| 238 | 7801 | 214853 | jneufeld | email to determine interest in providing declaration/testimony in DOI PacificCare prosecution. | 6/16/2009 | 6/10/2009 | awetzel | Special CMA Project | | SANTA CLARA |
| 239 | 5651 | 343514 | jwilliams | Determine interest in participating in PacificCare prosecution. Sally will check with her Board. | 6/22/2009 | 6/22/2009 | awetzel | Special CMA Project | | SONOMA |