CMA 2005-2009 Complaint Log Sorted by Date

	A	B	C	G	X	Y	AC	AD	AE	AF	AI
	CallTracker January 1, 2005 - July 30, 2009										
2	ALevelID	CMAID	ALName	ALCreatedBy	POther	PResolvedDate	PCreatedDate	PCreatedBy	chrIssue	chrLevel1	chrCompSocName
6	8175	142743	REDACTED [P3]	jprychun	MFN clause in contract-referred her to 1040	3/31/2005	3/31/2005	jprychun	Contract Issue	Contract Negotiations	SONOMA
3	714	132136	REDACTED [P1]	RWilke	sent 0135	4/26/2005	4/26/2005	fnavarro	Payment Issue	Recoupment of overpayments	SAN MATEO
4	5284	160869	REDACTED [P2]	fnavarro	[REDACTED] (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	5284	160869	REDACTED [P2]	fnavarro	[REDACTED] - pacificare direct contract	1/9/2007	9/6/2005	awetzel	Contract Issue	Contract Analysis	SAN MATEO
6	5284	160869	REDACTED [P2]	fnavarro	sequoia physicians alliance contacting w/pacificare.	1/9/2007	4/18/2006	awetzel	Contract Issue	Contract Negotiations	SAN MATEO
7	5284	160869	REDACTED [P2]	fnavarro	[REDACTED] with update on pacificare contracting	1/9/2007	9/7/2006	awetzel	Contract Issue	Contract Negotiations	SAN MATEO
8	5284	160869	REDACTED [P2]	fnavarro	[REDACTED] (again!) with update no PC contract.	1/10/2007	10/24/2006	awetzel	Contract Issue	Contract Negotiations	SAN MATEO
85	8	179511	REDACTED [P35]	RWilke	Faxed 0135	2/14/2006	2/14/2006	jprychun	Payment Issue	Recoupment of overpayments	LOS ANGELES
173	406	126833	REDACTED [P133]	RWilke	email to legal re: pacificare newsletter asking all physicians to submit financial reports. LM on 3/13/06	3/13/2006	3/13/2006	awetzel	Contract Issue	Other	VENTURA
117	2133	341854	REDACTED [P86]	RWilke	concerns with new contract being offered by pacificare/uhc	3/23/2006	3/23/2006	awetzel	Contract Issue	Unfair terms	SANTA CLARA
152	833	298753	REDACTED [P114]	RWilke	concerns about PacifiCare/UHC contract and reimbursement levels. Suggested he also review Taking Charge and Silent FPO action guide.	4/6/2006	4/6/2006	awetzel	Contract Issue	Contract Analysis	SANTA CLARA
85	1964	128391	REDACTED [P29]	RWilke	Left message 4/17 3:45 pm. Spoke w/dr. [REDACTED] on 4/21/06. Discussed PacifiCare contract and options	4/21/2006	4/17/2006	awetzel	Contract Issue	Contract Analysis	LOS ANGELES
86	513	176193	REDACTED [P44]	RWilke		4/17/2006	4/17/2006	awetzel	Contract Issue	Contract Analysis	NAPA
77	298	159906	REDACTED [P52]	RWilke	Concerns about new PacifiCare contract, wanted info on how UHC will access her practice.	4/17/2006	4/17/2006	awetzel	Contract Issue	Contract Negotiations	RIVERSIDE
103	8301	193973	REDACTED [P73]	jprychun	Dr. [REDACTED] 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
107	6656	341316	REDACTED [P78]	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
118	3071	135828	REDACTED [P84]	fnavarro	Questions regarding PacifiCare contract.	4/17/2006	4/17/2006	awetzel	Contract Issue	Contract Analysis	SANTA CLARA
159	1865	126131	REDACTED [P121]	RWilke	concerns about pc contract. Interested in TC.	4/17/2006	4/17/2006	awetzel	Contract Issue	Contract Negotiations	SANTA CRUZ
113	6866	118431	REDACTED [P82]	sgardiner	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. [REDACTED]. He was pleased CMA is on top of this issue.	4/24/2006	4/24/2006	awetzel	Contract Issue	Contract Analysis	SANTA CLARA
21	6198	152987	REDACTED [P11]	awetzel	questions	4/25/2006	4/25/2006	awetzel	Contract Issue	Contract Analysis	ALAMEDA-CONTRA COSTA
118	4038	131111	REDACTED [P87]	sgardiner	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
151	2965	505365	REDACTED [P113]	RWilke	Very concerned about PacifiCare contract and was told that if he doesn't sign contract he will no longer by able to see UHC patients. Was very complimentary of the analysis end of CMA.	4/25/2006	4/25/2006	awetzel	Contract Issue	Contract Analysis	SANTA CLARA
160	6993	771384	REDACTED [P122]	mtierney	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	Payment Issue	Other	SANTA CRUZ
10	8583	770331	REDACTED [P4]	ashumolo	Left message on cell phone. Had inquiry about Pacificare/uhc contract	1/13/2006	4/27/2006	awetzel	Contract Issue	Contract Analysis	(no component society)
132	643	173883	REDACTED [P72]	RWilke	Question about Pacificare/UHC contract. Database shows as non-member. Left message with Dr. [REDACTED] 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

181	9583	271394	REDACTED [P122]	mtierney	[REDACTED] 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
70	8990	104869	REDACTED [P40]	jprychun	[REDACTED] had questions about UHC/Pacificare contract-forwarded copy of contract analysis and copy of Alert article.	5/12/2006	5/12/2006	jprychun	Contract Issue	Non-Compliance Contract Terms	ORANGE
132	9729	191699	REDACTED [P100]	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
50	9855	140846	REDACTED [P32]	frivavarro	manager w/email inquiry about new UHC/PacifiCare contract.	5/8/2006	5/8/2006	awetzel	Contract Issue	Contract Analysis	LOS ANGELES
169	7312	[illegible]	REDACTED [P78]	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 5/9/2005 11:53:15 AM: Referred by SCOMA	5/9/2006	5/9/2006	awetzel	Contract Issue	Contract Negotiations	SANTA CLARA
146	9783	305108	REDACTED [P111]	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
31	9787	189801	REDACTED [P17]	awetzel	[REDACTED]. 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
35	9789	147808	REDACTED [P20]	awetzel	Dr. [REDACTED] 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
72	1654	311507	REDACTED [P48]	RWilke	concerns about new pacificare contract. Emailed him contract review to [REDACTED]	5/16/2006	5/16/2006	awetzel	Contract Issue	Contract Analysis	ORANGE
63	9784	148720	REDACTED [P57]	awetzel	Concerns with PacifiCare - UHC contract. Emailed her the contract analysis	5/16/2006	5/16/2006	awetzel	Contract Issue	Contract Negotiations	SAN DIEGO
30	9791	792387	REDACTED [P63]	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.	1/4/2007	5/16/2006	awetzel	Contract Issue	Contract Analysis	SAN DIEGO
31	9791	792387	REDACTED [P63]	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
111	9788	105163	REDACTED [P50]	awetzel	questions regarding PC/UHC contract. LM with [REDACTED] on 5/16 at 1:30 pm		5/16/2006	awetzel	Contract Issue	Contract Negotiations	SANTA CLARA
110	4039	131111	REDACTED [P87]	sgardnier	[REDACTED] with more questions regarding proposed Pacificare - United Health care contract.	5/16/2006	5/16/2006	awetzel	Contract Issue	Contract Negotiations	SANTA CLARA
158	9734	176414	REDACTED [P104]	RWilke	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 [REDACTED] a copy of the contract analysis to [REDACTED]	5/16/2006	5/16/2006	awetzel	Contract Issue	Contract Negotiations	SANTA CLARA
170	2518	328856	REDACTED [P131]	czargent	[REDACTED] left msg on hotline regarding pacificare/uhc contract. LM on 5/16/06 at 1:15 pm.	5/27/2006	5/16/2006	awetzel	Contract Issue	Contract Negotiations	TULARE
17	7803	147927	REDACTED [P10]	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
71	2778	111675	REDACTED [P47]	bandel	Email from [REDACTED] w/questions about new PacifiCare contract and managed care contracting resources. Called [REDACTED] 5/22/06. Referred to contract analysis, Taking Charge and MC Toolkit.	5/22/2006	5/22/2006	awetzel	Contract Issue	Contract Analysis	ORANGE
114	9823	118906	REDACTED [P83]	mtierney	new pacificare contract. No experience in contracting. Referred to Taking Charge as on-call.	5/22/2006	5/22/2006	awetzel	Contract Issue	Contract Analysis	SANTA CLARA
125	9813	157878	REDACTED [P93]	awetzel	PacifiCare 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
140	8541	286105	REDACTED [P105]	jprychun	[REDACTED] 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
154	9778	219178	REDACTED [P116]	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
167	9815	211048	REDACTED [P126]	awetzel	questions about pacificare contract. Left message at 4 pm on 5/22/06.		5/22/2006	awetzel	Contract Issue	Contract Negotiations	SONOMA
123	1301	144816	REDACTED [P90]	RWilke	[REDACTED] in Dr. [REDACTED]'s office. Rejected UHC/Pacificare contract. Just recd notice of unilateral.	1/9/2007	6/1/2006	awetzel	Contract Issue	Contract Negotiations	SANTA CLARA
148	8280	607585	REDACTED [P112]	astrumolo	concerns about new contract. Referred to analysis on website. Also asked to be added to Alert fax list, forwarded request to Katherine Gallis.		6/1/2006	awetzel	Contract Issue	Contract Analysis	SANTA CLARA

150	8280	607986	REDACTED [P112]	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
110	7152	106541	REDACTED [P79]	jneufeld	contract terms.	6/2/2006	6/2/2006	awetzel	Contract Issue	Unfair terms	SANTA CLARA
128	9868	162361	REDACTED [P96]	awetzel	[REDACTED] with questions about PacifiCare/UHC contract.	6/2/2006	6/2/2006	awetzel	Contract Issue	Contract Negotiations	SANTA CLARA
155	798	518988	REDACTED [P117]	RWilke	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
43	1681	117820	REDACTED [P27]	RWilke	concerns about new pacificare contract. Referred to analysis on website.	6/7/2006	6/7/2006	awetzel	Contract Issue	Contract Analysis	LOS ANGELES
75	2628	210238	REDACTED [P50]	sgardiner	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
94	1728	169300	REDACTED [P65]	RWilke	concerned by UHC/Pacificare contract.	6/8/2006	6/8/2006	awetzel	Contract Issue	Contract Analysis	SAN FRANCISCO
158	3867	524697	REDACTED [P120]	awetzel	Pacificare contract concerns. Referred by Sandra at SCCMA.	6/8/2006	6/8/2006	awetzel	Contract Issue	Contract Analysis	SANTA CLARA
13	6490	322177	REDACTED [P7]	fnavarro	Dr. [REDACTED] referred by Alice at ACCMA. Question about protocol and terminating existing contract with PacifiCare. Emailed response and recommendations to both Alice and Dr. [REDACTED] at 11:49pm 6/12/06	1/1/2007	6/12/2006	awetzel	Contract Issue	Termination by Physician	ALAMEDA-CONTRA COSTA
173	8593	158588	REDACTED [P134]	awetzel	referred by Mary Carr. Trying to negotiate PC/UHC contract, UHC asking for copies of fee schedules from other payors. Also referred [REDACTED] to PacifiCare contract analysis on the website.	6/13/2006	6/13/2006	awetzel	Contract Issue	Contract Negotiations	VENTURA
95	9640	524417	REDACTED [P66]	awetzel	Lucy at SDCMS with Dr. [REDACTED]'s questions about Pacificare new fee schedule. Lucy will give Dr. [REDACTED] my direct phone number and refer him to the contract analysis.	6/15/2006	6/15/2006	awetzel	Contract Issue	Unfair terms	SAN DIEGO
38	9643	102720	REDACTED [P23]	mfarney	email from [REDACTED], office manager, referred by [REDACTED] regarding PacifiCare contract	6/20/2006	6/20/2006	awetzel	Contract Issue	Contract Analysis	LOS ANGELES
133	8728	169862	REDACTED [P100]	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
86	942	412788	REDACTED [P54]	RWilke	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
87	9640	524417	REDACTED [P60]	awetzel	Call from Dr. [REDACTED] 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
139	8468	126304	REDACTED [P85]	astrumolo	Opting not to sign new contract.	6/21/2006	6/21/2006	awetzel	Contract Issue	Contract Analysis	SANTA CLARA
84	9834	159852	REDACTED [P58]	sgardiner	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
18	7869	147927	REDACTED [P10]	gryczun	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
66	512	178398	REDACTED [P44]	RWilke	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	178393	REDACTED [P34]	RWilke	Returned call from [REDACTED] on 6/27 regarding Pacificare/UHC contract question.	11/28/2006	6/27/2006	awetzel	Contract Issue	Other	NAPA
121	1492	164893	REDACTED [P132]	RWilke	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 6116.	6/27/2006	6/27/2006	awetzel	Contract Issue	Other	TUOLUMNE
33	9118	213681	REDACTED [P18]	RWilke	Dr. [REDACTED] w/questions regarding contract language of new Pacificare/UHC contract. Emailed [REDACTED] a copy of the contract review Charlenew@paradisemedicalgroup.com	6/28/2006	6/28/2006	awetzel	Contract Issue	Contract Analysis	BUTTE-GLENN
176	1198	967329	REDACTED [P98]	RWilke	LM with [REDACTED] on 6/28. Spoke w/[REDACTED]. 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
142	9864	193233	REDACTED [P107]	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
22	1096	413370	REDACTED [P12]	RWilke	questions regarding new pacificare/uhc contract and unfair terms.	6/28/2006	6/28/2006	awetzel	Contract Issue	Contract Analysis	ALAMEDA-CONTRA COSTA

25	1921	182441	REDACTED [P13]	RWilke	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
129	1736	164790	REDACTED [P97]	RWilke	[REDACTED] 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. [REDACTED] name off the provider list.	6/29/2006	6/29/2006	awetzel	Contract Issue	Contract Analysis	SANTA CLARA
131	2439	614824	REDACTED [P99]	aziv	Referred by SCCMA. [REDACTED] with question about negotiating contract with PacifiCare/United. Dr. [REDACTED] only surgeon in area. Referred to contract analysis of PacifiCare contract as well as to Taking Charge.	6/29/2006	6/29/2006	awetzel	Contract Issue	Contract Negotiations	SANTA CLARA
76	3003	315860	REDACTED [P51]	fnavarro	Question about Pacificare/the contract. Faxed her the analysis.	7/7/2006	7/7/2006	awetzel	Contract Issue	Contract Analysis	PLACER-NEVADA
108	3409	603841	REDACTED [P77]	aziv	Dr. [REDACTED] 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
14	5488	222177	REDACTED [P7]	fnavarro	Email from Dr. [REDACTED] requesting update on Pacificare contract. Emailed her follow up on 7/10/06.	6/12/2006	7/10/2006	awetzel	Contract Issue	Contract Analysis	ALAMEDA-CONTRA COSTA
81	1029	333351	REDACTED [P55]	RWilke	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
165	9981	124108	REDACTED [P125]	RWilke	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
137	1699	514289	REDACTED [P98]	RWilke	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	10094	330983	REDACTED [P94]	awetzel	Referred by Sandie at SCCMA. Spoke with [REDACTED]. Dr. [REDACTED] signed the new PacifiCare 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
51	2655	180643	REDACTED [P32]	fnavarro	[REDACTED] 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
106	5264	180999	REDACTED [P2]	fnavarro	[REDACTED] with questions about Pacificare contract.	3/6/2007	7/28/2006	awetzel	Contract Issue	Contract Negotiations	SAN MATEO
187	7342	612413	REDACTED [P119]	jwilliams	[REDACTED] in Dr. [REDACTED]'s office [REDACTED] 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
87	4671	185459	REDACTED [P67]	jwilliams	Therese at San Francisco med society for Dr. [REDACTED]. 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
159	137	215240	REDACTED [P115]	RWilke	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
21	5719	180878	REDACTED [P22]	jwilliams	[REDACTED] with email request for copy of pacificare survival kit.	8/8/2006	8/8/2006	awetzel	Contract Issue	Contract Analysis	LOS ANGELES
19	7899	147937	REDACTED [P18]	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
61	835	138069	REDACTED [P41]	RWilke	tax id [REDACTED]. 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
84	2398	313064	REDACTED [P43]	csargent	email from Dr. [REDACTED] 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
26	7841	418613	REDACTED [P14]	jneufeld	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
83	10169	314703	REDACTED [P53]	awetzel	e his application	8/11/2006	8/11/2006	awetzel	Contract Issue	Contract Negotiations	SAN DIEGO
27	10178	186154	REDACTED [P15]	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

134	9738	169880	REDACTED [P100]	asburnde	email from Dr. [REDACTED] 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
26	1804	128331	REDACTED [P29]	RWilke	Question about UHC - Pacificare contract negotiations	8/16/2006	8/16/2006	awetzel	Contract Issue	Contract Negotiations	LOS ANGELES
15	16008	120853	REDACTED [P8]	awetzel	Practice administrator - [REDACTED] Existing contract with PacifiCare for ancillary services	7/10/2006	9/22/2006	awetzel	Contract Issue	Non disclosure of fees or Claims Adjudication info	ALAMEDA-CONTRA COSTA
144	4702	964921	REDACTED [P109]	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.	10/18/2006	9/26/2006	awetzel	Contract Issue	Contract Negotiations	SANTA CLARA
156	128	132176	REDACTED [P74]	RWilke	will raymundo at san mateo cms w/request for survival toolkit. Emailed to [REDACTED]	8/28/2006	9/28/2006	awetzel	Contract Issue	Contract Analysis	SAN MATEO
120	16708	359230	REDACTED [P88]	awetzel		1/10/2007	9/28/2006	awetzel	Contract Issue	Contract Analysis	SANTA CLARA
162	16038	118843	REDACTED [P123]	awetzel	Dr. [REDACTED]'s contract has been loaded correctly. LM with Dr. [REDACTED] to give him an update.	8/29/2006	8/29/2006	awetzel	Contract Issue	Contract Negotiations	SIERRA SACRAMENTO VALLEY
47	1804	128331	REDACTED [P29]	RWilke		1/23/2007	8/30/2006	awetzel	Contract Issue	Contract Analysis	LOS ANGELES
11	2360	343320	REDACTED [P3]	szlv	member with question about pc contract.	9/21/2006	9/5/2006	awetzel	Contract Issue	Contract Analysis	(no component society)
10	16705	808548	REDACTED [P9]	awetzel	referred by [REDACTED]	1/10/2007	9/5/2006	awetzel	Contract Issue	Contract Analysis	(no component society)
48	16271	119326	REDACTED [P30]	awetzel		1/10/2007	9/5/2006	awetzel	Contract Issue	Contract Analysis	MONTEREY
63	7896	424571	REDACTED [P42]	jneufeld		1/10/2007	9/5/2006	awetzel	Contract Issue	Contract Analysis	MONTEREY
143	8405	512836	REDACTED [P110]	awilliams		1/10/2007	9/8/2006	awetzel	Contract Issue	Contract Analysis	SANTA CLARA
169	10706	515668	REDACTED [P130]	awetzel		1/10/2007	9/5/2006	awetzel	Contract Issue	Contract Analysis	STANISLAUS
30	7869	142627	REDACTED [P10]	jpychun	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
98	3700	186779	REDACTED [P37]	sgardinier		1/10/2007	9/8/2006	awetzel	Contract Issue	Contract Analysis	LOS ANGELES
57	5275	314833	REDACTED [P38]	sgardinier	LACMA referred [REDACTED] 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
89	13073	114305	REDACTED [P40]	awetzel	referred by Jill at MCMS. [REDACTED] 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
83	7896	424571	REDACTED [P42]	jneufeld	[REDACTED]. 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
146	8405	512836	REDACTED [P110]	awilliams	problems with uhc/pc contract. LM for [REDACTED] [REDACTED] on 9/8		9/8/2006	awetzel	Contract Issue	Contract Analysis	SANTA CLARA
23	1648	418076	REDACTED [P12]	RWilke	more questions about pacificare contract	1/10/2007	9/12/2006	awetzel	Contract Issue	Contract Analysis	ALAMEDA-CONTRA COSTA

28	10173	186154	REDACTED [P15]	awetzel	[REDACTED] in dr. [REDACTED] office with update on negotiations with UHC/Pacificare	1/8/2007	9/12/2006	awetzel	Contract Issue	Contract Negotiations	ALAMEDA-CONTRA COSTA
68	8463	302065	REDACTED [P30]	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
73	747	138883	REDACTED [P46]	RWilke		1/10/2007	9/13/2006	awetzel	Contract Issue	Contract Analysis	ORANGE
74	747	138883	REDACTED [P46]	RWilke	referred by FN, has questions about UHC/PC contract. LM at 3pm 9/15		9/15/2006	awetzel	Contract Issue	Contract Negotiations	ORANGE
92	9791	792267	REDACTED [P63]	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
135	9728	896680	REDACTED [P100]	astrumolo	UHC provided misleading talking points to employer group about network and physicians signing the agreement.	9/18/2006	9/18/2006	awetzel	Contract Issue	Contract Negotiations	SANTA CLARA
137	9408	512836	REDACTED [P115]	jwilliams		1/10/2007	9/18/2006	awetzel	Contract Issue	Contract Analysis	SANTA CLARA
138	7801	214889	REDACTED [P115]	jneufeld		1/10/2007	9/18/2006	awetzel	Contract Issue	Contract Analysis	SANTA CLARA
18	8963	124030	REDACTED [P9]	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
56	10394	173634	REDACTED [P35]	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
36	10708	193678	REDACTED [P21]	awetzel		1/10/2007	9/26/2006	awetzel	Contract Issue	Contract Analysis	FRESNO-MADERA
40	8182	109883	REDACTED [P25]	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.	9/26/2006	9/26/2006	awetzel	Contract Issue	Contract Negotiations	LOS ANGELES
143	10340	218712	REDACTED [P108]	awetzel	through Sandie at SCCMA. PC not honoring contract termination through SCCIPA. Advised to send term letter directly to PC per survival kit.	9/26/2006	9/26/2006	awetzel	Contract Issue	Termination by Physician	SANTA CLARA
103	1888	139075	REDACTED [P124]	RWilke		1/10/2007	10/1/2006	awetzel	Contract Issue	Contract Analysis	SIERRA SACRAMENTO VALLEY
35	1288	147366	REDACTED [P33]	RWilke		1/10/2007	10/5/2006	awetzel	Contract Issue	Contract Analysis	LOS ANGELES
41	8182	109883	REDACTED [P25]	jprychun	seeking guidance on contract negotiations	10/9/2006	10/9/2006	awetzel	Contract Issue	Contract Negotiations	LOS ANGELES
42	4356	116316	REDACTED [P36]	csargent		1/10/2007	10/10/2006	awetzel	Contract Issue	Contract Analysis	LOS ANGELES
164	5851	343513	REDACTED [P125]	jwilliams	PC not loading contract. Claims outstanding	1/10/2007	10/10/2006	awetzel	Payment Issue	Delay	SONOMA
30	524	187374	REDACTED [P16]	RWilke		1/10/2007	10/12/2006	awetzel	Contract Issue	Contract Negotiations	ALAMEDA-CONTRA COSTA
87	10386	186831	REDACTED [P62]	awetzel	nonmember, referred to SDCMS by Ted Mazer. E-mailed [REDACTED] 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
88	10400	411805	REDACTED [P61]	awetzel	[REDACTED] 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
141	3280	198824	REDACTED [P106]	RWilke	[REDACTED] 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
24	1046	418370	REDACTED [P12]	RWilke	[REDACTED] - termed PC contract in april 2004, still showing as participating provider and still paid at contracted rate.	10/18/2006	10/18/2006	awetzel	Contract Issue	Termination by Physician	ALAMEDA-CONTRA COSTA
79	6164	200311	REDACTED [P53]	fnavarro	high risk obstetrics. Don't want to pay for u/s on same day as policy. Professional component billing. May terminate.	10/26/2006	10/26/2006	awetzel	Contract Issue	Contract Negotiations	RIVERSIDE
38	150	106508	REDACTED [P24]	RWilke	claims as in network more of the time. Once in a while they pay the claims at the contracted rate, but generally, they		10/26/2006	jblack	Payment Issue	Underpayment	LOS ANGELES
79	6164	200311	REDACTED [P53]	fnavarro	[REDACTED] 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
85	194	172368	REDACTED [P66]	RWilke	Copy of letter from Dr. [REDACTED] to pacificare terminating contract. Treats HIV/AIDS patients. Last days at PC not returning calls.	11/6/2006	11/6/2006	awetzel	Contract Issue	Termination by Physician	SAN FRANCISCO
101	8019	114486	REDACTED [P71]	jneufeld	stating that his fee schedule has now been loaded appropriately and that his	11/7/2006	11/7/2006	awetzel	Contract Issue	Terms	SAN LUIS OBISPO
44	273	127054	REDACTED [P28]	RWilke		1/10/2007	11/11/2006	awetzel	Contract Issue	Contract Analysis	LOS ANGELES
185	3142	412479	Griffin, Michael Lee [P75]	csargent	referred by HLIS. Called Kim Griffin, RN, back on Nov. 3. Problems with negotiating PCA/HC 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

162	4334	423880	REDACTED [P70]	azlv	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. Prema 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. Emailed copy of PC survival kit to [REDACTED].	11/16/2006	11/16/2006	jblack	Contract Issue	Unfair terms	SAN JOAQ-ALP-CALV-AMA
163	8479	605978	REDACTED [P91]	awetzel		1/10/2007	11/1[illegible]	awetzel	Contract Issue	Contract Analysis	SANTA CLARA
165	6023	201706	REDACTED [P129]	csargent	Payment issues - UHC/PC-signed contract that was supposed to be effective 8/23/06 - 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 8/23/06. Physician has submitted claims after 9/1/06 DOS and is still receiving payment as though they are not participating. Req: [REDACTED]. 11/21 - Email to Kristine at PC for update on status. Per Kristine, still in review. Requested update. Called [REDACTED] 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. [REDACTED] at practice has confirmed that payments were received.	2/1/2007	11/16/2006	jblack	Contract Issue	Non-Compliance Contract Terms	STANISLAUS
34	2118	215681	REDACTED [P19]	RWilke	Dr. [REDACTED] with more questions about UHC/PC contract. He is finalizing negotiations.	11/17/2006	11/17/2006	awetzel	Contract Issue	Contract Negotiations	BUTTE-GLENN
85	10721	1282[illegible]	REDACTED [P56]	awetzel		1/11/2007	12/1/2006	awetzel	Contract Issue	Contract Analysis	SAN DIEGO
88	10679	510912	REDACTED [P39]	awetzel	Dr. [REDACTED] 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. [REDACTED] has several concerns with proposed uhc contract.	12/5/2006	12/5/2006	awetzel	Contract Issue	Contract Analysis	MONTEREY
93	9889	229062	REDACTED [P46]	jprychun	negotiating contract with UHC/PC. Termed contract due to low reimbursement. Send CMA analysis	12/6/2006	12/6/2006	awetzel	Contract Issue	Contract Negotiations	NAPA
96	3385	193435	REDACTED [P68]	azlv	PC: [REDACTED], MD (Tax ID # 94-3078019) contacted CMA requesting intervention with PacifiCare/UHC. Apparently Dr. [REDACTED] 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. [REDACTED]'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. [REDACTED] nor PacifiCare have sent notice of termination. Additionally, patients that have called PacifiCare are being told that Dr. [REDACTED] 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. [REDACTED] will be on an out-of-network basis. I am requesting your intervention as follows: 1. Determine Dr. [REDACTED]'s participating status. Dr. [REDACTED] did not s 2. Correct her participating status in your database. 3. Automatically reprocess claims that have been paid at the out of network leve	1/5/2007	12/5/2006	awetzel	Contract Issue	Deselection	SAN FRANCISCO

16[illegible]	10580	77[illegible]	REDACTED [P127]	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 for Santa Rosa, CA	12/6/2006	12/6/2006	awetzel	Contract Issue	Contract Analysis	SONOMA
112	10381	10[illegible]847	REDACTED [P81]	awetzel		1/11/2007	12/11/2006	awetzel	Contract Issue	Contract Analysis	SANTA CLARA
174	7190	516739	REDACTED [P135]	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. [REDACTED] 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.	12/11/2006	12/11/2006	awetzel	Contract Issue	Contract Negotiations	VENTURA
8[illegible]	9482	128938	REDACTED [P31]	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
93	10[illegible]21	184194	REDACTED [P64]	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
95	194	172368	REDACTED [P65]	RWilke	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
100	10601	183063	REDACTED [P101]	awetzel	UHC new contract presented, not sure how to negotiate. [REDACTED] - call 408-315-8418. Not confident about contract negotiations. Referred to Taking Charge, on-call.	12/14/2006	12/14/2006	awetzel	Contract Issue	Contract Negotiations	SANTA CLARA
121	6[illegible]	523042	REDACTED [P89]	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
124	10723	152025	REDACTED [P92]	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
127	10724	316498	REDACTED [P102]	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
130	1562	172338	REDACTED [P103]	RWilke	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
92	900	191334	REDACTED [P69]	RWilke	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
29	10173	186184	REDACTED [P15]	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
32	10[illegible]32	611587	REDACTED [P18]	awetzel	non member w/pc negotiation question	12/21/2006	12/21/2006	awetzel	Contract Issue	Contract Negotiations	ALAMEDA-CONTRA COSTA
53	8[illegible]70	8[illegible]39	REDACTED [P34]	csargent	from Jodi in Sept 06. PC did not pay on $1300 procedure. LM with [REDACTED], no call back. Closing ticket.	12/21/2006	12/21/2006	awetzel	Payment Issue	Denial	LOS ANGELES
63	9[illegible]	3[illegible]52	REDACTED [P45]	gpychun	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
175	8[illegible]	223177	REDACTED [P7]	fnavarro	More questions about PC/UHC contract negotiations. Faxed over proposed contract.	1/8/2007	1/8/2007	awetzel	Contract Issue	Contract Negotiations	ALAMEDA-CONTRA COSTA
184	9482	128938	REDACTED [P31]	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
207	8728	16[illegible]	REDACTED [P100]	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	7943	612313	REDACTED [P119]	williams	[REDACTED] Signed PC contract a year ago, time to send in term notice. Requesting update no PCO/HC 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 [REDACTED].	1/18/2007	1/18/2007	awetzel	Contract Issue	Contract Negotiations	SANTA CLARA
198	1777	231159	REDACTED [152]	RWilke	Referred from JB. [REDACTED] 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	1/23/2007	awetzel	Contract Issue	Contract Analysis	SAN DIEGO
212	7190	516788	REDACTED [P135]	williams	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. [REDACTED] directly.		1/22/2007	awetzel	Contract Issue	Contract Negotiations	VENTURA
193	5983	121381	REDACTED [P149]	sgardinier	Aileen, I was reviewing your Pacificare/United Contract Analysis from 4/2006. One of our offices has just received a new contract 'replacing our Pacificare provider contract'. It looks like it is their contract as of 9/2006. Do you know if UH has updated their contract with issues raised by you with CMHC? Just wondering if you have had any further analysis so that I can better analyze this new contract offering...thank you! [REDACTED] [REDACTED]. Sent her 9/06 updated version of contract analysis.	1/31/2007	1/31/2007	awetzel	Contract Issue	Contract Analysis	SAN DIEGO
218	9728	169560	REDACTED [P100]	astrumolo	Dr. [REDACTED] with update on negotiations with UHC. GF to call him back on 2/7/07. Spoke to Dr. [REDACTED] 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
213	5990	310450	REDACTED [P161]	fnavarro	Mary Ellinger at Tulare county med society with question for dr. [REDACTED] MEC president, regarding status of PacifiCare/United Healthcare issues.	2/7/2007	2/7/2007	awetzel	Contract Issue	Contract Negotiations	TUOLUMNE

194	10280	317865	REDACTED [P150]	aoppenheim	Hi Aileen, On behalf of my group, [REDACTED] 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 [REDACTED]. Dr. [REDACTED] is a member of CMA. AW LM with [REDACTED] on 3/21/07. LM for Jan Brunsting on 4-25-07 requesting documentation. Also emailed inquiry to Marlie. AW returned call from [REDACTED] on 4-20-07 at 9:30 am. Thank you. Sincerely, [REDACTED] Administrator		3/2/2007	awetzel	Contract Issue	Contract Negotiations	SAN DIEGO
203	2914	325874	REDACTED [P157]	sgardiner	I have been trying to terminate my Pacificare PPO contract since the beginning of 2006! I have sent multiple letters, faxes and spoken to multiple people with Pacificare 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 Pacificare PPO over 4 times my 90 day termination notice! My only option has been to turn away any new Pacificare PPO patients since I am unwilling to accept the low reimbursement Pacificare PPO has as a contracted provider. I am sure Pacificare does not want to remove all the providers who have sent in terminations since their 'network' will be significantly reduced in size. Pacificare has been completely unresponsive. Any help the CMA can give in this matter would be greatly appreciated. [REDACTED] [REDACTED] [REDACTED]	4/12/2007	3/7/2007	jback	Contract Issue	Termination by Physician	SANTA CLARA
199	19708	18[illegible]	REDACTED [P21]	awetzel	Questions about PC/UCH contract and analysis	3/8/2007	3/8/2007	awetzel	Contract Issue	Contract Analysis	FRESNO-MADERA
178	5619	1[illegible]	REDACTED [P136]	sgardiner	[REDACTED] with questions about Pacificare contract. Emailed analysis on 3-12	3/13/2007	3/13/2007	awetzel	Contract Issue	Contract Analysis	ALAMEDA-CONTRA COSTA
213	611	14[illegible]	REDACTED [P162]	RVelke	Saw alert article, questions on PC/UHC contract. GF verifying membership with Mary/Ventura.		3/13/2007	awetzel	Contract Issue	Contract Analysis	VENTURA
176	10891	786530	REDACTED [P138]	awetzel	[REDACTED] 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
175	10891	786535	REDACTED [P138]	awetzel	[REDACTED] asking if she can send a letter of negotiation under her name and not Dr. [REDACTED].	3/21/2007	3/21/2007	awetzel	Contract Issue	Contract Negotiations	ALAMEDA-CONTRA COSTA
190	9434	518758	REDACTED [P147]	mjamay	[REDACTED] at Dr. [REDACTED] 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	cfonseca	Payment Issue	Delay	PLACER-NEVADA
197	3365	160435	REDACTED [P68]	azly	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 McFann, agreed that they were incorrect and will process dr. [REDACTED]'s termination effective 3/28 and will readjudicate payments to her. AW left msg with [REDACTED].	3/28/2007	3/28/2007	awetzel	Payment Issue	Underpayment	SAN FRANCISCO

202	10668	519881	REDACTED [P156]	rganschow	Dr. [REDACTED] with question about contract negotiations with PC/UHC. Feels not being reimbursed fairly. LM on vm 4/3/07, [REDACTED]. 4-6-07 spoke w/dr. [REDACTED]. 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 GC and to negotiate w/UHC. They need to provide prior notification. 4/18/2007 AEW forwarded Dr. [REDACTED]'s message regarding wanting us to intervene on her behalf to negotiate a better fee schedule with UHC and instructed me to call Dr. [REDACTED] 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. [REDACTED] advising all above and to call me with any further questions. GF	4/13/2007	4/3/2007	awetzel	Contract Issue	Contract Negotiations	SANTA CLARA
196	11819	792305	REDACTED [P151]	awetzel	Termed 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
198	4870	180298	REDACTED [P142]	jwilliams	[REDACTED] 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
205	3142	410578	Griffin, Michael Lee [P64]	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
211	4829	118618	REDACTED [P160]	jwilliams	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
201	3928	131483	REDACTED [P155]	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
208	10094	331963	REDACTED [P94]	awetzel	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
209	3535	187816	REDACTED [P108]	mfloyney	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.		4/19/2007	awetzel	Payment Issue	Delay	SANTA CLARA
192	4301	329121	REDACTED [P141]	bendei	Pacificare/UHC not responding to requests to negotiate contract. [REDACTED], 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
187	251	108357	REDACTED [P144]	csargent	contract expired. Now UHC saying contract as of 6/23/05. 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
199	6061	221278	REDACTED [P150]	travarro	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. 6/30 - 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

177	830	106310	REDACTED [P137]	RWilke	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 B. 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. 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 b Please continue to represent our concerns to DMHC and DOI - we are in an u	6/11/2007	6/11/2007	awetzel	Contract Issue	Contract Negotiations	ALAMEDA-CONTRA COSTA
234	8738	423380	REDACTED [P158]	jprychun	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 Wetnight, 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
186	11371	220728	REDACTED [P146]	awetzel	[REDACTED] 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
188	11379	796697	REDACTED [P145]	awetzel	[REDACTED] attended TC seminar in Napa.	7/9/2007	7/9/2007	awetzel	Contract Issue	Contract Negotiations	NAPA
190	3163	13[illegible]	REDACTED [P139]	csargent	needed clarification on how pcu/uic merger affects his fee schedule	7/12/2007	7/12/2007	awetzel	Contract Issue	Other	ALAMEDA-CONTRA COSTA
191	9464	815728	REDACTED [P147]	mblerney	Email from [REDACTED] 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
196	1848	112187	REDACTED [P154]	RWilke	attempting to renegotiate UHC/PC contract. No response to initial letter.	12/14/2007	8/1/2007	awetzel	Contract Issue	Contract Negotiations	SAN MATEO
192	5833	520886	REDACTED [P148]	jwilliams	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. [REDACTED] fax copy of claim form and denial to me. I will forward to PC. 8/31 - Rec email from PC that it was processed in error - pt is eligible but it will		8/21/2007	awetzel	Payment Issue	Denial	RIVERSIDE
210	1908	130078	REDACTED [P124]	RWilke			8/30/2007		Payment Issue	Recoupment of overpayments	SIERRA SACRAMENTO VALLEY
198	8423	178535	REDACTED [P143]	jprychun	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.		9/18/2007	jblack	Contract Issue	Desertion	LOS ANGELES
181	5705	165478	REDACTED [P140]	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
227	2775	137839	REDACTED [P172]	sgardner	Pacificare issues PI used POS Pacificare paid but paid at a 50% reduction stating they didn't have prior auth. They appealed and were denied. Asked [REDACTED] to forward info to me via fax. 3/1-Located fax and sent over to UHC. 2/4-Called [REDACTED] at practice to advise of status. 4/11-Per [REDACTED], they paid-issue resolved.	4/11/2008	1/8/2008	jblack	Payment Issue	Underpayment	SAN DIEGO

219	11546	805117	REDACTED [P163]	awetzel	Dr. [REDACTED] 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 [REDACTED], MD. AW emailed back on 1-29-08 asking him to call me at his convenience. 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
218	11563	101301	REDACTED [P165]	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 Secure at LACMA.	2/8/2008	2/5/2008	awetzel	Other		LOS ANGELES
219	6686	152213	REDACTED [P166]	jcrychun	Email asking where lines referred by DMHC go. Managed care fund. Also sent him link to AB1158.	2/8/2008	2/6/2008	awetzel	Other		LOS ANGELES
216	5704	165473	REDACTED [P140]	tnavarro	[REDACTED] 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 [REDACTED] and Desiree to handle. 5/2 dnce spoke to [REDACTED] she is sending me print screens of her live chats with UHC where she has attempted to gain understanding as to why on-line status is not available and when it will be. Will review. 5/16 rec'vd copy of letter to provider from UHC stating the claims in question are being researched and that [REDACTED] was personally working with the practice. 5/16 called and spoke to [REDACTED] who confirmed what the letter stated. She was very pleased with the new contract and felt her issues were being addressed.	5/15/2008	5/1/2008	awetzel	Payment issue	Inadequate explanation of benefits	ALAMEDA-CONTRA COSTA
228	821	414893	Mazer, Theodore Marc [P173]	RWilke	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
217	11504	185293	REDACTED [P164]	DRice	Frank transferred [REDACTED] 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. [REDACTED] and let him know. Happy.	6/18/2008	6/6/2008	awetzel	Payment issue	Recoupment of overpayments	KERN
230	1386	136171	REDACTED [P174]	RWilke	Appeal letter to Johnson & Rountree request for refund, appealing. Call [REDACTED] for more information.		6/18/2008	awetzel	Payment issue	Recoupment of overpayments	SAN MATEO
232	9645	141376	REDACTED [P176]	awetzel	[REDACTED] from Dr. [REDACTED]'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 [REDACTED].	6/18/2008	6/18/2008	awetzel	Payment issue	Underpayment	SONOMA
228	8436	128031	REDACTED [P171]	csargent	Rec'vd call from [REDACTED] 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.	10/23/2008	8/5/2008	Office	Payment issue	Failure to acknowledge receipt of claim	SAN DIEGO
221	11821	142487	REDACTED [P168]	tnavarro	Original fax sent to FN. Verified eligibility and claim denied for pre-existing. Email to Kmarkle and fax documentation. Told [REDACTED] I would fax with PacifiCare.		8/18/2008	awetzel	Payment issue	Denial	ORANGE

224	10420	411405	REDACTED [P81]	awetzel	Referred by Gabi. [REDACTED]. Johnson & Rountree requesting refunds on UHC patients. Asked [REDACTED] 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 [REDACTED] 10-2-08, she will contact and send copy of letters to me to forward to United.	2/23/2009	9/11/2008	awetzel	Payment Issue	Recoupment of overpayments	SAN DIEGO
223	11013	798351	REDACTED [P170]	awetzel	referred over by Des. [REDACTED] on behalf of Dr. [REDACTED] PacifiCare dos 1/19/07, recovered the money on 8/28/08 they cannot do that 714-272-5283. AEW LM 11:20 am 09-30-08. Emailed my contact information on 10-2-08. AEW forwarded issues to Maxine. PSH will contact [REDACTED] directly. 11-13-08 spoke w/[REDACTED]. 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
222	7640	343874	REDACTED [P199]	prychun	Johnson & Rountree notice of recoupment. From RCMS. LM 11-6. Call Dr. back on cell [REDACTED]. 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. [REDACTED] states she doesn't have time to go through her A/R to verify. Keep ticket open until Dr. [REDACTED] 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
221	11013	798351	REDACTED [P170]	awetzel	Email from [REDACTED]: 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)(6). The DMHC responds that I (the provider) have to "satisfy" a dispute resolution process (see below)... AEW called and spoke w/[REDACTED] regarding DMHC. Andrew George at DMHC will follow-up regarding pacificare recoupment issue. Told [REDACTED] to keep me in the loop.	11/17/2008	11/17/2008	awetzel	Payment Issue	Recoupment of overpayments	SAN BERNARDINO
231	809	151443	REDACTED [P175]	RWilke	Rec'vd call from [REDACTED] requesting assistance with UHC contract. Dr. termed with Pacificare years ago and never signed with UHC. [REDACTED] 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
225	5813	131381	REDACTED [P149]	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. [REDACTED]	2/6/2009	11/20/2008	awetzel	Contract Issue	Unfair terms	SAN DIEGO
230	8231	302042	REDACTED [P187]	fnavarro	Rec'vd fax from [REDACTED] 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
232	809	151443	REDACTED [P175]	RWilke	case work from Des. [REDACTED] wldr. [REDACTED]'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 [REDACTED], Dr. [REDACTED] 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

235	2870	145436	REDACTED [P179]	tnavarro	data base only, no action taken. PacifiCare/Medcare. Secondary insurance, denial of deductible.	2/5/2009	2/5/2009	awetzel	Payment Issue	Denial	SAN JOAQ-ALP-CALV-AMA
236	4687	791493	REDACTED [P178]	sgardisler	Determine interest in testifying in pacificare prosecution.	6/10/2009	6/10/2009	awetzel	Special CMA Project		SAN DIEGO
237	8142	412479	Griffin, Michael Lee [P64]	csargent	Contact Kim to determine willingness to provide declaration/testimony for DOI PacifiCare prosecution. Agreed and forwarded contact information to LongAegal Intern.	6/10/2009	6/10/2009	awetzel	Special CMA Project		SAN MATEO
238	7801	214853	REDACTED [P115]	jneufeld	email to determine interst in providing declaration/testimony in DOI PacifiCare prosecutor	6/10/2009	6/10/2009	awetzel	Special CMA Project		SANTA CLARA
239	11160	195918	REDACTED [P177]	jblack	Rec'vd case work from Dr. {REDACTED}. Scanner is down will right up and sent to Kristen in the AM. 6/16 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. {REDACTED}. Added 7/20/2009 11:04:55 AM: $1800.00 is financial impact to practice.	7/20/2009	6/10/2009	DRice	Payment Issue	Denial	SAN DIEGO
239	5651	343514	REDACTED [P125]	jwilliams	Determine interest in participating in PacifiCare prosecution. [REDACTED] will check with her Board	6/22/2009	6/22/2009	awetzel	Special CMA Project		SONOMA