

## A New Outlook!

We admit it: two pages just weren't enough space for all the great news we have to share each quarter in *Outlook*. That's why we've expanded our newsletter to a colorful, four-page layout designed to keep you up-to-date. We hope you enjoy it!

Also look for *Outlook* in your e-mail inbox this winter and online now at [www.onenetppo.com](http://www.onenetppo.com)

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### OneNet Awarded Renewal of NCQA Credentialing Certification

OneNet has once again been awarded a two-year Credentialing Certification from the National Committee for Quality Assurance (NCQA), a renewal that continues our "certified" status through January 24, 2009.<sup>1</sup>

To receive certification from NCQA, a network must demonstrate that it meets the highest credentialing and re-credentialing standards for its physicians and health care practitioners. OneNet works hard to ensure each of our participating providers has appropriate medical licensure, board certifications, malpractice insurance, admitting privileges and other credentials in good standing.



In addition, the NCQA certification in Credentialing process focuses on consumer protection and improvement in service to customers. Standards recognize that organizations that apply for certification have open access networks, and can improve service quality and utilize customized structure to meet purchaser needs.

Your participation in our annual Access and Availability study helps us satisfy some NCQA requirements, and is essential to our goal of offering the best PPO network possible. Thank you for helping us achieve this important mark of quality and distinction once again!

1. NCQA has reviewed and certified OneNet PPO, LLC's Credentialing functions only. For complete details on the scope of this review, visit [www.ncqa.org](http://www.ncqa.org).

### Payer Satisfaction Survey: Thank You for Your Feedback!

OneNet offers its thanks to payers who completed our Payer Satisfaction Survey this summer. This key measure of our performance helps us determine if we are meeting your expectations and allows us to pinpoint areas for continued improvement.

We're pleased to share that this year's results show marked improvements over our last survey conducted two years ago. Most notably, payer satisfaction rose on how helpful account managers are, how well they explain processes and resolve issues, and how knowledgeable they are about provider issues, products and services.

2007 Payer Satisfaction Survey	2005	2007
Account Manger Explains Things Clearly <i>Rate Responding "Always" or "Usually"</i>	88%	96%
Account Manager is as Helpful as he/she Should Be <i>Rate Responding "Always" or "Usually"</i>	85%	98%
Courtesy of Account Manger <i>Rate Responding "Good" to "Excellent"</i>	95%	100%
Overall Rating of Account Manger <i>Rate Responding 8 or higher on a scale of 1 to 10</i>	66%	84%
Utilization Management Availability During Business Hours <i>Rate Responding "Good" to "Excellent"</i>	90%	55%

The OneNet Payer Satisfaction Survey is conducted by Ingenix, an independent UnitedHealth Group company. Results are reported to OneNet in aggregate form.

However, some responses indicate that we can do more to offer outstanding customer service. We are working on strategies to address these concerns and look forward to sharing our improvement plans with you. We also learned that many payers are unaware of additional products we offer, such as our dental and workers' compensation networks.

## From the President's Desk

### Focused on Quality and Service

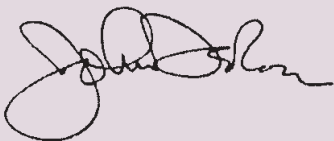
Welcome to our newly redesigned *Outlook* newsletter! As you can see, we've added color and a couple extra pages for a more informative and engaging publication. But the new design is just one of the ways we've been focusing lately on our commitment to quality and to continually improving the way we do business.

I'm proud to share that OneNet once again received a two-year Credentialing Certification from the National Committee for Quality Assurance. This certification confirms our commitment to NCQA's credentialing and re-credentialing standards for our network of participating physicians.

Your opinion is also important to our improvement efforts. Our biennial Payer Satisfaction Survey was completed this summer, and I offer my personal thanks to those who took the time to share their thoughts with us. We take this survey seriously and use the results to improve operations so we can better serve you and your participants.

You'll find a brief overview of results from this important assessment tool in this issue of *Outlook*, along with the latest on network growth, news about a new hospital-based provider group and more.

OneNet's commitment to quality and to offering you outstanding customer service extends to every person in our office. On behalf of the whole team, I hope your summer was a pleasant and productive one. Whether you had the opportunity to take some time off, or used the months to gear up for the enrollment season, we wish you all the best as fall begins, and look forward to continuing to serve you and your members.



John DeRosa  
President

### Get Help With Open Enrollment

As you plan your employee benefit meetings this fall, remember that your OneNet account manager is available to attend enrollment sessions and health fairs, provide directories and promotional materials, and answer participant questions about accessing our network. Contact your OneNet account manager to learn more about how he or she can support your efforts this year.

### CD-ROM Directory Now Available

The *OneNet Directory of Participating Physicians, Health Care Practitioners and Facilities* is now available on CD-ROM in an easy-to-use electronic format.

The interactive disk includes searchable listings of providers participating in the OneNet PPO and MAPSI Behavioral Health networks in Delaware, Maryland, North Carolina, Virginia, Washington, D.C., West Virginia, and portions of Pennsylvania. Participants with Internet access can also use the disk to link to our online directory, which is updated weekly with the most current listing of participating providers and facilities.

For fastest service when ordering copies of our CD-ROM directory, complete and submit the Printed Materials Order Form available in the Payer Forms section at [www.onenetppo.com](http://www.onenetppo.com). You may also contact Susie Campbell with a written request at [susie\\_campbell@uhc.com](mailto:susie_campbell@uhc.com).



## First Colonies Anesthesia Joins OneNet PPO

Physician group First Colonies Anesthesia Associates joined the OneNet PPO network effective May 1, 2007. First Colonies Anesthesia Associates includes approximately 100 anesthesiologists in Maryland who provide services at Suburban Hospital, Frederick Memorial Hospital, Shady Grove Adventist Hospital and St. Joseph Medical Center.

Hospital-based physician groups are generally independent from the hospitals in which they work, and are not automatically covered in OneNet's contracts with the hospital. Because these doctors often provide commonly used specialties such as anesthesiology, emergency medicine, pathology and radiology, OneNet makes it a practice to seek contracts with the hospital-based groups at each of its participating hospitals. However, not every group chooses to participate. When planning an admission, participants may want to verify that the hospital-based physicians they will need as part of their treatment are part of the OneNet network.

For a listing of participating hospitals and the hospital-based specialties at each, please see our *Directory of Participating Physicians, Health Care Practitioners and Facilities*, or call OneNet Members Services at 1-800-342-3289.

## WakeMed Health & Hospitals

You may have heard that WakeMed Health & Hospitals in Raleigh, North Carolina, briefly became an out-of-network provider for UnitedHealthcare this past March.

OneNet PPO was not affected by this temporary change in participation status, as OneNet's contract with WakeMed is separate from UnitedHealthcare's agreement. Participants were able to access WakeMed, WakeMed Faculty Physicians, and WakeMed Home Care at all times and receive contracted savings.

UnitedHealthcare has since reestablished WakeMed as an in-network provider for its network. The WakeMed system offers a Level I Trauma Center, dedicated Children's Emergency Department, Level IV Neonatal Intensive Care Unit, Pediatric Intensive Care, Neuro Intensive Care, and inpatient Rehabilitation Hospital.

## OneNet Keeps On Growing!

The OneNet PPO network continues to grow, adding more than 1,700 new physicians, health care practitioners and facilities since the start of the year.

- Participating Physicians and Health Care Practitioners (Main Office Only): 61,317
- Participating Physicians and Health Care Practitioners (All Office Locations): 86,516
- Participating Hospitals and Facilities: 3,110

Physician and Health Care Practitioners as of 7/07; Hospitals and Facilities as of 6/07. Current service area includes: Delaware, Maryland, North Carolina, Virginia, Washington, D.C., West Virginia and portions of Pennsylvania.

## Customer Service Manual Available Online

The 2007 OneNet Customer Service Manual that was mailed to all payers is also available online as a PDF. This informative guide covers a wide range of topics including OneNet operations, staff contacts, claims processing, instructions for using online tools and much more. Go to the Payers section at [www.onenetppo.com](http://www.onenetppo.com) to view or download a copy; an online user name and password are required. Limited quantities of the printed manual are also available through your account manager.

## Moving to Participant Unique IDs? Let Us Know.

With consumer concern growing over the collection and use of personal data by insurers and other companies, many payers are choosing to identify participants by using Unique Identifier numbers rather than Social Security Numbers.

OneNet's claim repricing system is fully capable of accepting Unique Identifiers. If you have started or plan to use Unique Identifier numbers for your participants, please be sure to advise your OneNet account manager of the changes so we may update our systems correctly.



A UnitedHealthcare Company

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