

in this issue

- Alliance Receives NCOA Accreditation
- Surveys
- Utilization Management Grids
- HIPAA Security Amendments
- New Online Registration for Alliancepollc.com
- Savings Reports and Network Reference Guides

From the President's Desk

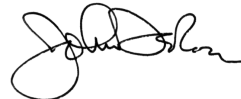
Along with our new logo, comes a new look for our publication. Since Alliance's parent company, MAMSI, merged with UnitedHealthcare in February 2004, we are continuing to work diligently to integrate our businesses. The *Outlook's* redesign is an outward sign of our integration and continuous dedication to delivering exceptional value to our payers.

Alliance also remains committed to continually improving the way we do business. And your opinion matters. One way we measure our performance is through our surveys: Access and Availability, and Payer Satisfaction. These surveys give you a chance to tell us what you think of Alliance and also provide us with opportunities to evaluate our processes so that we may serve you better. We appreciate your responses as they will help us plan for the future.

Inside this issue, you'll also see that in April 2005 Alliance once again received a two-year Credentialing Certification from the National Committee for Quality Assurance (NCQA). This certification confirms our commitment to maintaining a network of physicians and health care practitioners that are equally committed to excellence and who also meet the highest level of credentialing and re-credentialing standards.

I hope you've had a productive and successful year thus far. Take time to enjoy the warmer weather, spend time with family and friends, or just take time for yourself. You deserve it.

Sincerely,



John DeRosa
President

Alliance Receives NCOA Accreditation... Again!

Alliance PPO, LLC (Alliance) goes through rigorous detailed efforts to make sure each physician and health care practitioner in our network has medical licensure, board certifications, malpractice insurance, admitting privileges and other credentials in good standing. As a result of this effort, Alliance received a two-year Credentialing Certification from the National Committee for Quality Assurance (NCQA), effective April 18, 2005. This certification verifies that Alliance's network of physicians and health care practitioners meets the highest level of credentialing and re-credentialing standards.

For an organization to be accredited by NCQA, it must undergo an extensive survey process and meet exacting network standards. In particular, NCQA evaluates the areas of patient safety, confidentiality, consumer protection, access, service and continuous improvement.

Your participation in Alliance's annual Access and Availability Survey helps us meet NCQA requirements and achieve our goal of providing the best possible network of physicians and health care practitioners to our participants. Thank you for helping us achieve our third consecutive Credentialing Certification.

new

Online Registration for Alliancepollc.com

The advent of our new Web site, www.alliancepollc.com, brings new innovations including access to online services such as claims status, provider downloads and other proposed enhancements. Shortly, a letter will go out to all Alliance payers detailing how to register and view proprietary information on www.alliancepollc.com. For all payers currently viewing proprietary information via www.mamsiUnitedHealthcare.com, a short re-registering process will need to be completed before you can view the information from www.alliancepollc.com. Once you've received your new username and password, access to provider downloads and claims status will be available. We will keep everyone posted on the status of proposed online services which will include online Utilization Management pre-certification and authorization view.

Surveys

Alliance is currently underway with this year's two surveys: Access and Availability, and Payer Satisfaction. Both surveys are integral for achieving excellent customer service in the future.

To measure our performance, we mailed Payer Satisfaction Surveys to our customers in March. The survey includes questions concerning our customer service, claims re-pricing and turnaround time, network adequacy and Utilization Management services. Your response is critical to helping us determine how we can improve our service to you. Thank you in advance for taking the time to complete and return the survey.

Also this year, Alliance will be mailing the annual Access and Availability Survey which helps to ensure Alliance participants have adequate access to practitioners, facilities and services. To accomplish this, Alliance will be asking for membership counts in specific ZIP Codes. This also helps us meet National Committee for Quality Assurance (NCQA) requirements.

Please remember we welcome your comments and suggestions throughout the year. To discuss your comments or concerns, please call Janice Dade at 301-545-5305 or e-mail her at Janice_Dade@uhc.com.

Utilization Management Grids

Alliance is committed to maintaining the most up-to-date and accurate Utilization Management (UM) Program Components. Alliance is in the process of contacting each of our payers who are contracted for UM services to ensure accurately documented services are maintained, and that our payers are aware of the impressive array of UM services Alliance offers. The completed

documentation will also help track utilization trends within employee groups, ensuring that the appropriate health care services are delivered in the most medically appropriate setting.

We appreciate our payers' efforts in helping Alliance complete one of its numerous quality improvement projects.

HIPAA Security Amendments

Recently, Alliance mailed HIPAA Security Amendments (HSA) to our payers and group clients in fulfillment of the final contractual requirements of the Health Insurance Portability and Accountability Act (HIPAA). Alliance is a Business Associate of our payer and group clients who are Covered Entities under HIPAA regulations, and Alliance took a pro-active position in

assisting our clients in the ratification of the HSA by the federal deadline of April 20, 2005.

The HSA contains all of Alliance's assurances that we are compliant with the final security regulations. We want to congratulate our payers and employee groups who have now completed their HIPAA contractual obligations.

Savings Reports and Network Reference Guides

Recently, our Network Reference Guides were mailed out to all active payers. The Network Reference Guide is the most up-to-date listing of hospitals and facilities Alliance has to offer. Coming soon, Alliance annual Savings Reports will be mailed out to all payers with at least

one year of business. The Savings Reports give an accurate description of the many ways Alliance provides cost-effective services for our customers. We hope the Network Reference Guide and Savings Reports are valuable resources for you in the future.