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Happy
Thanksgiving
From
OneNet PPO!

From the President's Desk

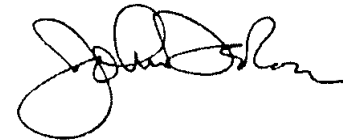
The past few months have been an incredibly busy time for everyone in our offices. Along with our day-to-day commitment to providing quality service and maintaining one of the largest PPOs in the Mid-Atlantic, the summer brought with it the challenge of implementing our new company name: OneNet PPO. I'm pleased to say that the transition went very smoothly, thanks to the efforts of our dedicated staff and the outstanding involvement of customers like you.

May and June were spent laying the groundwork for much of this transition. In July we sent out more than 162,000 letters and postcards to our participating physicians, health care practitioners and facilities - and to our payers - to apprise everyone of the September 1st name change. August was also filled with a variety of tasks, from switching over our Web site to distributing the OneNet logo and working with many of you on updates to participant ID cards. Even now, we are putting the final

touches on our new directories and brochures.

In this issue of *Outlook*, we've featured answers to some of the most common questions payers are asking about our name change. You can also read about this year's participant survey—which shows a continued rise in satisfaction with our network—and learn more about our high-quality, cost-cutting utilization management program.

Even after a summer of challenging and rewarding work, we're not looking to take a break any time soon. Many of you are gearing up for enrollment periods, and we are ready to support your efforts however we can. Thank you for being a OneNet customer and for giving us the chance to serve you.



John DeRosa
President

Alliance PPO is now OneNet PPO!

What You Need to Know About Our New Name

Wondering how our new name impacts you and your business? Below are answers to some common questions payers are asking about our name change:

Q: What is changing about the network?

A: Only our name has changed. There are no changes to our procedures, mailing addresses, telephone numbers or participating physicians, health care practitioners and facilities.

Q: Why did you change your name?

A: The new name is an important step in preparing to expand our

network, as the Alliance PPO name could not be protected in all areas targeted for growth.

Q: As a payer, what do I need to do?

A: You need to update any forms (Explanation of Benefits, etc.) and any existing, new or reissued health plan ID cards showing the Alliance PPO name and logo with the OneNet name and logo.

Q: How long do I have to make updates?

A: You have 12 months from September 1, 2006 to make updates; you may wish to make them as you conduct your annual

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we're growing

OneNet is Growing

OneNet PPO maintains an expansive network of physicians, health care practitioners and facilities that offer participants a choice for quality health care and translates into meaningful savings for you. Here's an overview of our current* network:

Participating Physicians and Health Care Practitioners:

54,483

Total Number of Office Locations:

76,308

Participating Hospitals and Facilities

2,462

Current service area includes: Delaware, District of Columbia, Maryland, North Carolina, Virginia, West Virginia and portions of Pennsylvania

*As of 9/06

Alliance PPO is now OneNet PPO! (continued)

renewal of benefits. OneNet stickers, which can be placed over the Alliance logo on existing ID cards, are available if you will not reissue cards within the next year.

Q: How do I get a copy of the OneNet logo?

A: Send a written request to your account manager and include the networks used by your groups (OneNet PPO, MAPSI Behavioral Health, Dental PPO, etc.). The appropriate logo(s) will be sent to you by secure e-mail. Requests

for logo stickers should include the number of stickers you will need.

Q: Do I need to submit the updated ID card for approval prior to printing?

A: Yes. You should submit a copy of any updated health plan ID cards to your account manager before reprinting.

For additional information and more questions and answers about our new name, please visit our Web site www.onenetppo.com.

OneNet Earns High Marks From Participants

Our latest Participant Survey continues to show growing satisfaction with OneNet PPO and our network of physicians, health care practitioners and facilities. A vast majority of respondents gave ratings of "good" to "excellent" in key categories, including:

- **95%** - choice of participating physicians and hospitals
- **95%** - ease of getting a routine appointment
- **98%** - thoroughness of physician care and treatment
- **98%** - courtesy and respect shown by participating physicians

- **91%** - OneNet Member Service's handling of questions or issues
- **96%** - courtesy shown by Member Services representatives

We greatly value the feedback that participants share with us, and we use this information to build on our strengths, identify new service opportunities and pinpoint areas for improvement.

Our Participant Satisfaction Survey is conducted every other year. Results are tabulated by Ingenix, an independent UnitedHealth Group company.

OneNet Utilization Management: Focused on Quality and Cost Containment

OneNet is pleased to offer utilization management (UM) services performed exclusively for OneNet through CARE Programs, a UnitedHealthcare company. Our UM option includes URAC accredited operational standards, pre-authorization features and customized program capabilities that help control health care expenses without diminishing the quality or appropriateness of care. The OneNet Utilization Management program:

- Is accredited by the Utilization Review Accreditation Commission (URAC)
- Offers comprehensive utilization management, case management and quality management services

- Can be individually tailored to include outpatient surgical certification, durable medical equipment review and other options
- Uses nurse case managers, many with Certified Case Manager certification, to evaluate proposed medical care
- Reviews each situation to ensure the right service in the right setting in the most cost-effective manner
- Applies standardized methods for handling cases in all states
- Provides regular reports on savings to help clients monitor costs

Contact your OneNet account manager or sales representative to learn more about OneNet Utilization Management.