



Provider Newsletter

May 2021

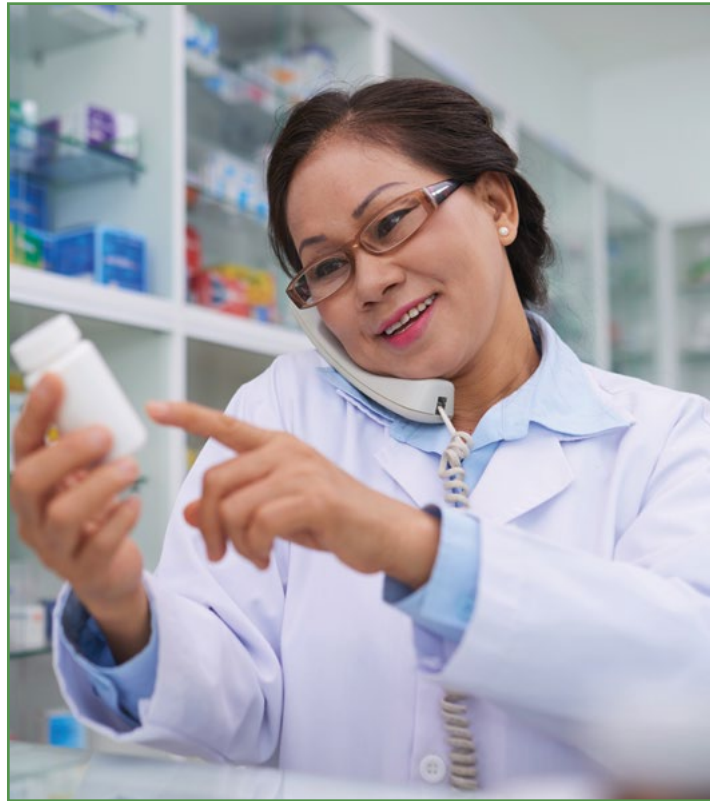


Mission Statement

Ultimate Health Plans' mission is to provide all members with the highest quality healthcare with access to highly qualified physicians. We hold ourselves accountable for treating our members with dignity and respect, providing legendary customer service, and recognizing our commitment to the community as a local corporation.

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Pharmacy Reminders

- **OptumRx is our Pharmacy Benefits Manager (PBM) for 2021.**
 - Member customer service: 800-311-7517ff
 - TTY: 711
- **OptumRx is the mail-order vendor.** Utilizing mail order not only saves members' money but also helps with adherence!
 - Mail-order phone number: 800-791-7658
 - Mail-order fax number: 800-491-7997
- **Prior authorization submissions by phone, fax, or new online portal!**
 - Phone: 1-800-711-4555 - Hours of Operation:
 - 5 a.m. PT - 10 p.m. PT, Monday through Friday
 - 6 a.m. PT - 3 p.m. PT, Saturday
 - Fax: 1-844-403-1028
 - <https://professionals.optumrx.com>

Important Phone Number

Wheelchair Transport Service is the exclusive transportation provider for Ultimate Health Plans. If your UHP member is ready to be picked-up, they can call: **(844) 438-8866**.



- Providers and Members can schedule transportation trips by calling Members Services at **(888) 657-4170 (TTY: 711)**, Monday – Friday from 8 am – 8 pm EST.
- Members can call WTS Toll Free for their return ride home at **(844) 438-8866**, Monday – Friday from 5 am – 10 pm EST., Saturday from 7 am – 10 pm EST., and Sunday from 12 pm – 9 pm EST.

Benefit Information

- Included with all plans, however, benefit varies by plan
 - 8 one-way trips (4 round trips) to Primary Care Physician (PCP), Specialists, and Dialysis AND 12 one-way trips (6 round trips) to Physical Therapy
- OR**
- Unlimited to Primary Care Provider office, specialist, or dialysis & physical therapy
- No authorization requirement for rides to in-network providers
- \$0 Copay

Tablet Splitting: The Benefits vs Risks

While tablet splitting offers perks such as easy dose adjustments and cost savings, it is important to keep in mind there are also disadvantages and risk involved with this practice.

Tablet splitting can be difficult for our member population, due to the small size and intricacies of the tablets and splitting tools. Splitting tablets when they are not designed for it can also influence the efficacy of the product.

Products designed for splitting will:

- Be scored (debossed line that runs across the surface of the tablet)
- Be indicated as such in the “how supplied” section of the medication package insert

As a reminder, we should utilize tablet splitting as a practice when no other viable options are available, and when the product is indicated for splitting. Please utilize your local pharmacist if you have any questions about prescribing split doses!

Top 15 HEDIS

We want to Thank all our Ultimate Health Plan Providers for your dedication in providing quality care to our members. Despite the unprecedented challenges that were presented in 2020, you all have proved why you are the best partners in the communities we serve! We are extremely grateful for having a network of Providers who are committed to service excellence.

At this time, we'd like to take a moment to honor and recognize our Top 15 HEDIS Performers for Calendar Year 2020.

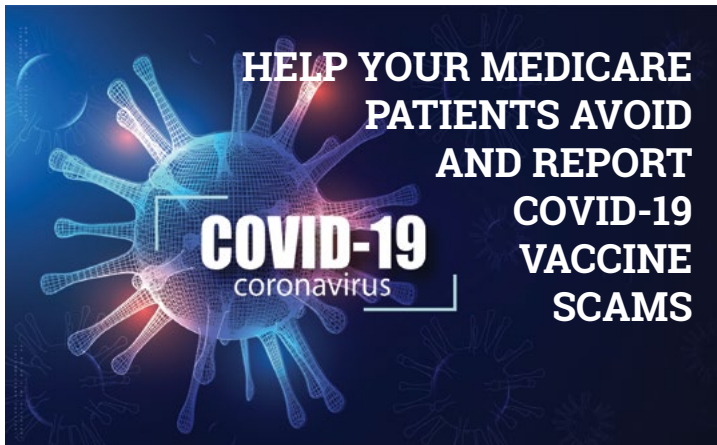
Special Thanks to all of you for your performance, tenacity, and member engagement. Your diligence is notable and places you in our Ultimate Health Plans Top 15 HEDIS DOS 2020.



Top 15 HEDIS Providers

Provider Name	County	Overall Combined Score	Ranking
Dr. Simrita Sidhu	HERNANDO	4.83	1
Dr. Jose J. Rodriguez	CITRUS	4.80	2
Dr. Ivan Diaz	HERNANDO	4.72	3
Dr. David Herndon	PASCO	4.63	4
Dr. Carlos Y. Brea	HERNANDO	4.61	5
Dr. Mauricio Bermudez	HERNANDO	4.58	6
Dr. Odelsa Diaz Andres	CITRUS	4.58	7
Dr. Raghu Juvvadi	HERNANDO	4.58	8
Dr. Jude A. Pierre	HERNANDO	4.54	9
Dr. Seema Nishat	HERNANDO	4.52	10
Dr. David J Sassano	PASCO	4.52	11
Dr. Jaime L. Torres	CITRUS	4.50	12
Dr. Hany H. Abskhroun	HERNANDO	4.50	13
Dr. Manjusri Vennamaneni	HERNANDO	4.48	14
Dr. Angie P. Layme	HERNANDO	4.46	15

Thank you for your continued partnership.



As the COVID-19 vaccines begin to be distributed across the country, scam artists may try to obtain your patients personal information (like their current Medicare Number) so they can steal their identify and commit Medicare fraud.

Medicare covers the COVID-19 vaccine at no cost to your Medicare patients so if anyone asks your patients to share their Medicare Number or pay for access to the vaccine, it's a scam.

Here's what to know and what to advise your Medicare patients:

- ▶ Medicare Patients can't pay to put your name on a list to get the vaccine.
- ▶ Medicare Patients can't pay to get early access to a vaccine.
- ▶ Advise them to not share their personal or financial information if someone calls, texts, or emails them promising access to the vaccine for a fee.
- ▶ Medicare will never contact you for your Medicare Number or other personal information unless you've given them permission in advance.
- ▶ Medicare will never call you to sell you anything.
- ▶ You may get calls from people promising you things if you give them a Medicare Number. Don't do it.
- ▶ Medicare will never visit you at your home.
- ▶ Medicare can't enroll you over the phone unless you called first.

If your Medicare patient is asked for their information or for money please have them call **1800-MEDICARE (1-800-633-4227)** or TTY **1-877-486-2048**.

For Medicare Advantage Patients, call Medicare Drug Integrity Contractor (MEDIC) at **1-877-7SAFERX (1-877-772-3379)**.



Contact us:



BY PHONE:

Monday thru Sunday: 8 a.m. to 6 p.m.
1-888-657-4170
(TDD/TTY call 711)



IN PERSON (By Appointment Only)

Ultimate Health Plans Offices
Hernando Community
Outreach Center
2713 Forest Rd.,
Spring Hill, FL 34606

CORPORATE OFFICE

1244 Mariner Blvd.,
Spring Hill, FL 34609
Currently, Monday thru Friday
9 a.m. to 5 p.m.



BY MAIL:

Ultimate Health Plans, Inc.
1244 Mariner Blvd.,
Spring Hill, FL 34609

ONLINE:

You may find answers to many of your questions online at www.ChooseUltimate.com