New Chandler Emergency Department now open

July 14, 2010, was a historic day for UK HealthCare. That was the day the new UK Chandler Emergency Department (ED) opened its doors. The opening heralds a key milestone in the first phase of construction at Chandler Hospital, where two patient floors and public areas of the replacement hospital will open in mid-2011.

The new ED is more than twice the size of the current ED – occupying space equal to the length of a football field. Four types of patients were provided for: Level I trauma for the most critically injured adults and children, acute care for seriously ill or injured adults, Express Care for adults with less urgent conditions, and the separate Makenna David Pediatric Emergency Center.

The facility takes advantage of the latest in advanced emergency medical care, with new equipment and comforting furnishings. The design of optimal patient care areas reflects the insight and input of staff who work in the areas.

Here’s what the new ED provides:

• Makenna David Pediatric Emergency Center has its own waiting area with a children’s interactive wall and other activities to hold a child’s attention. High acuity “crisis rooms” offer increased monitoring of seriously ill children. Ten exam rooms and two triage rooms round out the center. Pediatric specialists from Kentucky Children’s Hospital provide 24/7 coverage.

• The UK Level I Trauma Center, verified by the American College of Surgeons to treat both adult and pediatric patients, can accommodate up to eight critical patients and includes state-of-the-art monitoring and life support systems.

• The Adult Emergency Center has “crisis rooms” for patients with more urgent medical needs and 20 standard exam rooms.

• Express Care is designed to speed up a patient’s stay for treatment of less urgent conditions. Patients who need minor evaluations and treatment are separate from those with more intensive needs.

Want to see inside the new facility? You can take a video tour at [ukhealthcare.uky.edu](http://ukhealthcare.uky.edu) (click the link on the right side of the page). Watch for stories of the new ED’s success, as well as updates on the status of construction of the new UK Chandler Hospital, by visiting [ukhealthcare.uky.edu/new](http://ukhealthcare.uky.edu/new). You may also call 257-1000 or toll-free 1-800-333-8874 for information about any of the services mentioned above.
Dr. Jennifer Hundley – Dermatology

The UK Department of Surgery is pleased to announce the addition of a Division of Dermatology. Dr. Jennifer L. Hundley recently joined the Surgery Department as an assistant professor specializing in dermatology. Dr. Hundley is a graduate of Wake Forest University School of Medicine. She was an intern in internal medicine at William Beaumont Hospital in Royal Oak, Mich., and a resident in dermatology at Wayne State University School of Medicine/Detroit Medical Center. She was chief resident of dermatology at the University of Alabama at Birmingham. She became certified by the American Board of Dermatology in 2008.

Before moving to Kentucky, Dr. Hundley practiced dermatology with Farmington Dermatologists PC and Providence Hospital in Farmington and Southfield, Mich.

To make an appointment with Dr. Hundley, please call 257-1000.

RSA is now the RHP

Thanks to a name change that went into effect July 1, the UK-HMO Regional Service Area (RSA) plan is now the UK Regional Health Plan (RHP). If you were an RSA member, your membership has automatically switched to the RHP. You did not need to re-enroll unless you wished to change your coverage to a different UK plan.

The plan rules and providers for the RHP are the same as the RSA. Participants may see participating providers in their Kentucky county of residence and participating providers in adjacent Kentucky counties. Local providers may provide primary and some specialty care. For additional primary care and higher level specialty care, or if services are not available in your adjacent Kentucky counties, plan participants must utilize UK HealthCare providers and facilities in Lexington.

To find a participating RHP provider, go to www.humana.com, click on “Find a Doctor,” choose the “find a doctor” button, enter your ID number, then choose UK-RHP from the “Select your Network” drop-down box.

If you have additional questions, please call 1-877-855-9700 (toll free) or the UK Benefits Office at 859-257-9519, option 3, option 1.

Medical Services Guide has all the answers

Want more information about the clinical services and benefits open to you as a UK employee? There’s now a comprehensive guide to answer all your questions.

The Employee Medical Services Guide is available online at ukhealthcare.uky.edu/forstaff. You may also request a printed copy by calling 323-8587.

Trover Solutions

Occasionally, UK-HMO members will receive a letter from Trover Solutions, a company that works with UK-HMO to review medical services provided and/or paid claims that may have been the result of an accident or injury.

It is important that if you receive one of these letters, you call Trover back, regardless of how or where this injury or illness occurred. Trover Solutions needs to obtain detailed information to determine whether another party is responsible for the medical treatment provided. Your response is an important part of your health plan’s cost management program. Making sure UK-HMO is not held responsible for claim payments that should be paid by other parties is one way we can try to keep down your insurance premiums.

We appreciate your cooperation with this process.

New physicians, services available at UK HealthCare

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To make an appointment with Dr. Hundley, please call 257-1000.

Ali Mahmoud Ziada, MD – Pediatric Urology

UK HealthCare has added a pediatric urologist. Dr. Ali Ziada, who holds joint appointments in the Departments of Surgery and Pediatrics, will see children from birth to age 13 at the Peds Specialty Clinic and teens 13-18 in the Urology Teen Clinic.

Dr. Ziada received his medical degree from Cairo University in Egypt, where he also completed his residency. He performed fellowships at the University of Colorado-Denver and at Children’s Medical Center, University of Texas-Southwestern in Dallas. Dr. Ziada is board-certified in urology. His surgical interests are pediatric urology, hypospadias, undescended testicles, urinary reflux, renal anomalies, genitourinary reconstruction and spinal defects.

To make an appointment with Dr. Ziada, please call 257-1000.
Physical therapy providers

Please note that for Lexington Service Area members, the only physical therapy providers that are participating are the UK Physical Therapy Department (both sports and regular) in the Kentucky Clinic and the UK Good Samaritan Physical Therapy. We have had several members who were told by UK providers that they could be seen at outside physical therapy practices and this is not true.

Please remember, as a UK-HMO member, it is your responsibility to confirm that you are obtaining services from a participating provider. If you obtain services from a non-participating provider, even on the advice of your doctor, you will be financially responsible for the charges.

To find a participating LSA provider, go to www.humana.com, click on “Find a Doctor,” choose the “find a doctor” button, enter your ID number, then choose UK-HMO-LSA from the “Select your Network” drop-down box. You can also contact UK-HMO Customer Service at 1-800-955-8547.

Emergency department coverage within the Lexington Service Area (LSA) counties

Over the last year, visits by UK-HMO LSA members to emergency departments that are not participating in the plan have increased. Members have sought emergency treatment at non-participating facilities within the UK-HMO Lexington Service Area, including hospitals Anderson, Bourbon, Clark, Fayette, Franklin, Jessamine, Madison, Mercer, Scott and Woodford counties.

Remember that use of a non-participating emergency department will be covered only in certain cases, as defined by the Certificate of Coverage:

The certificate of coverage defines an emergency medical condition as the following:

A. A medical condition manifesting itself by acute symptoms of sufficient severity, including severe pain, that a prudent layperson would reasonably have cause to believe constitutes a condition that in the absence of immediate medical attention could reasonably be expected to result in:
   1. Placing the Member's health in serious jeopardy, or in the case of a pregnant woman, placing the health of the woman or her unborn child, in serious jeopardy;
   2. Causing serious impairment to bodily functions; or
   3. Causing serious dysfunction of any body organ or part.

B. With respect to a pregnant woman who is having contractions:
   1. A situation in which there is inadequate time to effect a safe transfer to another hospital before delivery; or
   2. A situation in which transfer may pose a threat to the health or safety of the woman or the unborn child.

If you are within the LSA counties listed above and your situation does not fit these requirements, you must use the emergency services at UK Albert B. Chandler Hospital or UK Good Samaritan Hospital in Lexington.

Effective July 1, 2010, these emergency claims will be subject to a stricter ER autopay list and some claims that were previously covered at these hospitals will no longer be covered. This is a reminder that for Lexington Service Area members, your emergency department of choice should be the UK Chandler ED or the UK Good Samaritan Hospital in Lexington.

Dr. Sachin Kedar — Neuro-ophthalmology

Dr. Sachin Kedar recently completed a fellowship in clinical neurophysiology at the University of Mississippi Medical Center. While at the University of Mississippi, he also completed his residency in neurology, serving as chief resident and a medical internship. Prior to his training in Mississippi, Dr. Kedar completed a neuro-ophthalmology fellowship at Emory University in Atlanta. He also completed a residency in ophthalmology at the All India Institute of Medical Sciences in Delhi, India.

Dr. Kedar specializes in neuro-ophthalmology and ocular electrophysiology. His other clinical interests include multiple sclerosis and clinical neurophysiology.

To make an appointment with Dr. Kedar, please call 257-1000.
Claim problems and appeals

Have you received a bill that you believe was paid or denied in error? If you do, it is important that you respond in a timely manner. First, contact UK-HMO Customer Service to make sure they agree that the claim was paid/denied correctly. You can reach Customer Service by calling 1-800-955-8547.

If you disagree with the answer given by Customer Service, your next step would be to write a written appeal. You only have 30 days from the date you receive the denial to submit this written appeal. To do this, simply send a letter to UK-HMO, Appeals Coordinator, P.O. Box 14546, Lexington, KY 40512-4546. You should receive a letter from the appeals department confirming receipt of your appeal letter within seven working days. A decision will be made no later than 30 days after receipt of the appeal.

We have also been getting several calls recently where members are being turned over to collections or liens are being placed on their property for old medical bills. They then decide to follow up on these claims, at which time it is too late as they are outside the timeframe to appeal.

Also, UK-HMO is not liable for claims received after one year from the date of service. If you have seen an out-of-network provider, it is important to make sure this provider actually bills your insurance and also to make sure the claim paid. If claims are not received within one year from the date of service, the responsibility for payment becomes the member’s (yours).