

Special Wind-Down Edition

Wind-Down Updates

To help make HPR's wind-down as orderly as possible, during October we will update you periodically with important information, including new contact names and telephone numbers. This edition of the newsletter includes a current contact list with the names and extensions of HPR staff members who are available to assist you. We appreciate your cooperation and understanding during this wind-down period.

Although we are significantly downsizing our staff at the end of October, please be assured we will provide you with expert help throughout the wind-down. Provider Relations staff will be available to you by phone for several months, even after we cease offering coverage as of midnight, October 31, 2002. Please call us if you have questions or need assistance.

Member Eligibility

All HPR health care coverage ends at midnight, October 31, 2002. For this reason, many of our members are already transferring to new health plans effective October 1.

It is important that you ask your HPR patients for their **current** health insurance

cards when they see you for care during October. Also ask them if they have been informed about their new coverage and its effective date. By confirming each patient's eligibility, you can bill the correct health plan, and ensure that you are paid for your services.

Eligibility Reports

Primary Care Physicians will receive their final eligibility reports in early October. Please be aware some employer groups will notify us retroactively about their terminations. Therefore, as noted above, it is imperative that you confirm information about your patients' current health plan coverage.

Also, remember that the eligibility on our website www.hpr.org is updated daily. This service will be available through November 30.

Website Update

Effective November 30, we will discontinue the online services available on our website www.hpr.org. After this date you will no longer have access to claims look-up, online eligibility verification, or Web-based authorization. If you need information regarding an HPR member's eligibility or status of a claim or

authorization after November 30, please call us at 707-525-4300.

Our website will continue to display static content related to our bankruptcy filing and discontinuation of services for an undetermined period after November 30.

Post-Petition Claims Submission

Post-petition claims (for dates of service on or after May 31, 2002) should be submitted promptly when services are rendered. The final date for claims submission will be determined when the bankruptcy court approves our liquidation plan. We will advise you of this date as soon as it is finalized.

To avoid delays in payment, **please submit your claims to HPR as soon as possible.**

Medical Group Relationships

If you have a contract with one of HPR's contracted medical groups (Sutter Medical Group of the Redwoods, Valley of the Moon Medical Group, Sonoma County Primary Care IPA, Marin IPA, or IPA of Mendocino and Lake Counties), the terms and conditions outlined in those contracts remain effective. If you have questions regarding these relationships, you should contact the medical group directly.

Because you provide services to HPR members through our medical group contracts, you have the right to file a second-level provider appeal with HPR for any denied service claim. You must exhaust your appeal rights with the medical group before filing an appeal with the health plan. HPR will

continue to accept second-level appeals beyond October 31. We will advise you when a final date for appeal submission has been determined.

Contact Telephone Numbers

Customer Services:	707-525-4300
Claims:	707-525-4268
Collaborative Care:	707-547-4177
Provider Relations:	707-525-4356
Contracting:	707-525-4374
	707-525-4358