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NOVEMBER

NetWorkNews

A Newsletter for Caterpillar NetWork Providers



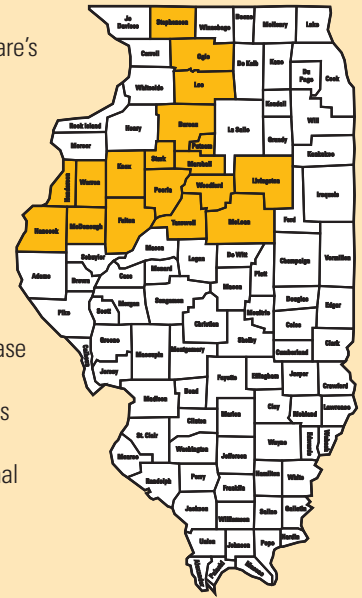
Referral Process Discontinued For Most Caterpillar PPO NetWork Participants

Effective January 1, 2012, for most Caterpillar PPO Healthcare NetWork participants, the referral process **will be discontinued**. Affected participants have been notified of this change. If you call UnitedHealthcare with a referral request, and this has been discontinued for the participant, UnitedHealthcare will not accept the request. Any referrals granted in 2011 will expire on December 31, 2011 and will not continue beyond that date. In addition, retrospective requests for referrals will not be granted beginning January 1, 2012 regardless of the date of service.

Participants in the Caterpillar PPO Healthcare NetWork will still need to utilize network providers to receive the highest benefit level. However, to provide coverage for services **not available** within the Caterpillar PPO Healthcare NetWork, members will continue to have access to a program through UnitedHealthcare called National Reciprocity.

As a reminder, National Reciprocity gives Caterpillar NetWork members access to **most** of UnitedHealthcare's network providers across the country (hospitals, facilities, physicians and other healthcare providers) at their network-contracted rates. Access to National Reciprocity in the state of Illinois has been limited (please see the map on the right), but is available in all other states. **The counties in yellow are not included in National Reciprocity.**

If there are any questions about finding a provider outside the Caterpillar PPO Healthcare NetWork, please view additional information on CatHealthBenefits.com>Cat NetWork>National Reciprocity. This includes a Frequently Asked Questions section. You may also contact a UnitedHealthcare customer care professional at 866-228-4215, Monday–Friday, 7 a.m.–5 p.m. (Central time).



2012 Caterpillar Healthcare Benefits

	Management/Salaried/Non-Bargained Hourly			Hourly Bargained	
	Plan Option A	Plan Option B	Plan Option C	UAW	IAM
Deductible (Individual) – 2012	\$250 in or out of NetWork	\$450 in or out of NetWork	\$800 in or out of NetWork	\$550 in or out of NetWork	\$500 in or out of NetWork
Deductible (Family) – 2012	\$500 in or out of NetWork	\$900 in or out of NetWork	\$1600 in or out of NetWork	\$1100 in or out of NetWork	\$1000 in or out of NetWork
Co-insurance (In-NetWork)	80%	80%	80%	80%	80%
Co-insurance (Out-of-NetWork)	50%	50%	50%	50%	50%
Maximum-out-of-pocket (Individual)	\$1250 in-NetWork only	\$2250 in-NetWork only	\$4000 in-NetWork only	\$1625 in-NetWork only	\$1500 in-NetWork only
Maximum-out-of-pocket (Family)	\$2500 in-NetWork only	\$4500 in-NetWork only	\$8000 in-NetWork only	\$3250 in-NetWork only	\$3000 in-NetWork only
Deductibles	Deductibles apply to fee schedule or U&C			Deductibles apply to fee schedule or U&C	

Note: Some retiree plans may not have the same changes. Always confirm benefit levels with UnitedHealthcare (www.unitedhealthcareonline.com or 866-228-4215) when confirming eligibility.

Plan Changes

The passage of the Patient Protection and Affordable Care Act (PPACA) resulted in the need for Caterpillar to modify some of its benefit plans to become compliant with this legislation. Some plans became retiree only plans, and do not contain some provisions of PPACA. It may be confusing to determine benefit coverage for Caterpillar PPO members. If you have any questions about what services may or may not be covered for a member, please visit UnitedHealthcare's Provider Portal (www.unitedhealthcareonline.com) or contact a Customer Care Professional at UnitedHealthcare (866-228-4215).

2012 Plan Changes

Below are some of the plan changes for 2012 that apply to many members covered by Caterpillar PPO NetWork benefit plans. **Not all plans will have these changes, and some may have had these changes in 2011 or earlier. It is important to always confirm benefit levels with UnitedHealthcare.** (www.unitedhealthcareonline.com or 866-228-4215).

Prosthetic Device Benefit

The current benefit for prosthetic devices will be expanded to include orthotic appliances and devices, when prescribed by a physician, and custom-manufactured or custom-fitted to the individual to treat a disease or illness of the foot.

Member Claim Filing Limitation

The limitation for members to file claims will be **12 months from the date of service**. Please note that your contract with Caterpillar Inc. takes precedence with this requirement and is typically 90 days from the date of service. Any variation in that could cause claim denials and/or payment delays.

Vision Benefits

The \$150 vision benefit will be administered on a rolling 24-month timeframe. Frames will be excluded from coverage.

Hospice Benefits

There will be a 30-day lifetime maximum for inpatient room and board services.

Outpatient Physical or Speech Therapy Benefits

Physical, occupational, cardiac and pulmonary rehabilitation and speech therapy will be limited to 60 visits per therapy per calendar year.

Obesity Surgery

Coverage for obesity surgery (once per lifetime) has been extended to include surgery performed on an outpatient basis. This surgery will still have to meet certain requirements, so please contact UnitedHealthcare and request a pre-determination of benefits **prior** to scheduling inpatient or outpatient obesity surgery.

Physicians' Attendance Benefits

The one visit limitation on a newborn inpatient will be removed.

Physician Administered Services and Supplies

Coverage will be expanded to allow for non-oral, physician administered contraceptives. Additionally, the co-pay for injections in the office will be eliminated. Charges will be subject to the deductible and out-of-pocket amounts.

Emergency First-Aid Benefits

Plan language will be modified to allow if treatment is within 24 hours of accidental injury.

Psychiatric Benefits

Psychiatric testing will no longer be paid at 100%; rather, it will be subject to deductibles and maximum out-of-pocket amounts.

\$100 Non-notification Penalty

The \$100 penalty for non-notification will be removed for Skilled Nursing Facility, Hospice, and Home Health Care.

Immunization Pricing

With PPACA, Caterpillar began offering immunization benefits to many Caterpillar PPO NetWork members. Effective March 1, 2011, Caterpillar adopted the Centers for Disease Control pricing methodology. This means that the allowed amount for coverable immunizations will be set at the CDC pricing values for the private sector as published on January 31 of each year. If you have questions regarding this pricing, please visit the CDC's web site at <http://www.cdc.gov/vaccines/programs/vfc/cdc-vac-price-list.htm> or contact Alyssa Short at 309-636-1526.

Make Life Easier – Use UnitedHealthcare to Verify Member Benefits

Because Caterpillar has so many different plans for its members, it may be difficult to identify what services are considered covered for your patients. Save time and call UnitedHealthcare's Caterpillar dedicated phone line or use UnitedHealthcareonline.com if there are any questions regarding a particular member's benefits.

NetWork Provider Credentialing Web site

Caterpillar Inc. has released a new interactive web page for credentialing and re-credentialing that contains helpful links, current forms and information regarding the credentialing processes for the Caterpillar PPO NetWork. This site is the safe source for all credentialing and application requirements for the NetWork, including the most current Caterpillar specific forms, the Release of Information, Provider Attestation and Provider Questionnaire. Providers may access the web page at: <http://cathealthbenefits.cat.com/credentialing>.

Are you ready for HIPAA 5010 AND ICD-10?

UnitedHealthcare is ready, are you? Visit www.unitedhealthcareonline.com to see what you can do to be ready.

ATTENTION: UnitedHealthcare Reimbursement / Protocol / Coverage Changes

Please ensure someone in your office reviews the UnitedHealthcare Network Bulletin (the UHC provider newsletter) each quarter in order to stay current with any of UnitedHealthcare's changes in coverage or reimbursement policies. The Network Bulletin may be found on its Web site, www.unitedhealthcareonline.com under the Tools & Resources section. Select News and then the Network Bulletin section.

Additions to the Caterpillar NetWork – Facilities

Caterpillar recently welcomed the following facilities to the Caterpillar NetWork:

- Edward Hospital in Naperville
- Galesburg Cottage Hospital in Galesburg
- Linden Oaks Hospital in Naperville
- Methodist Medical Center in Peoria
- Proctor Hospital in Peoria
- Provena Saint Joseph Medical Center in Joliet
- St. John's Hospital in Springfield

To view the most up-to-date listing of all providers that participate in the Caterpillar PPO NetWork, visit <http://CatHealthBenefits.cat.com>.

Meet the newest member of the Provider Relations Team

Lisa Drake came to the Provider Relations Group in October 2011 as a Compensation & Benefits Analyst replacing Marlene Olson. Lisa has been supporting the U.S. Healthcare Benefits Group for the past three years, as well as providing support for the Provider Relations Group. In her position as Compensation & Benefits Analyst, Lisa will be accountable for collecting, analyzing and reporting credentialing information for the providers in the Caterpillar NetWork.

Prescription Drug Plan

Specialty Pharmacy Notification - Caterpillar Selects New Exclusive Specialty Pharmacy Provider

Caterpillar is committed to providing your patients with access to quality, cost-effective prescription drugs and services to help them manage their condition. As such, we are pleased to announce we have recently selected ICORE Healthcare (ICORE) as our exclusive specialty pharmacy provider for our PPO and Health Alliance HMO plan participants.

Effective January 1, 2012, as a condition of reimbursement, all prescription drug requests for specialty products must be submitted to ICORE. The current Prior Authorization (PA) process will remain the same; patients with an existing authorization will not need to request a new PA until the current authorization has expired.

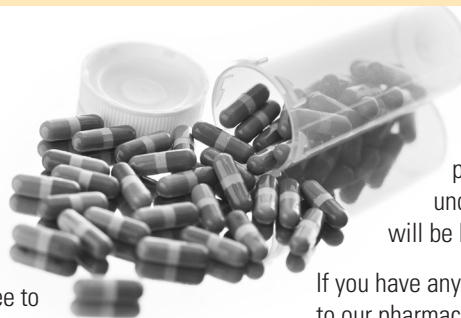
ICORE will offer your patients access to the following specialty services:

- Comprehensive coordination of care including benefits investigation, prior authorization

coordination and ongoing refill reminders

- Direct access to pharmacists and nurses available toll-free to answer any questions
- Clinical programs to monitor patient progress to achieve optimal treatment outcomes
- Educational materials, such as instructional guides, to assist with self-administering medication
- Free delivery of medication to the patient's home or another address
- Ancillary supplies at no additional cost, such as syringes and needles

Beginning January 1, 2012, you may submit a prescription for fulfillment by contacting ICORE at 866-554-2673, or faxing the prescription to ICORE at 866-364-2673.



Caterpillar's specialty products list that ICORE will administer is posted on CatHealthBenefits.com under the For Providers tab. This list will be kept current.

If you have any questions about this update to our pharmacy network, please contact Restat at 877-228-7909.

New Pharmacies Added to the Network for Caterpillar Members

The list of pharmacies designated as network pharmacies will change effective January 1, 2012. Community Pharmacy Network (CPRxN) will be added to the list of Preferred Network Pharmacies. Additionally, Kroger will be designated as a Select Preferred Network Pharmacy. Members will be able to fill prescriptions at the lowest co-pay level available at the respective Wal-Mart, Walgreen's, Kroger and CPRxN pharmacies. For questions about these changes, please contact Restat at 877-228-7909 or visit Cathealthbenefits.com for locations.

REMINDERS!

We continue to have issues with late notifications of new providers and/or provider demographic changes. Again, it is extremely important to notify **Caterpillar** of any new providers in your office prior to the rendering of services by the new provider. If a new provider sees Caterpillar patients prior to their acceptance into the Caterpillar NetWork, the claims will be processed as out-of-network expenses and the provider's office will be expected to write off any out-of-network penalties. It is also extremely important to contact Caterpillar **at least 15 days before** there are any changes in office location, billing address, additional site, Tax ID, name changes with personnel, etc. are effective. This will ensure claims are paid correctly. Please be aware that Tax Identification changes will affect the provider contract and may require additional documentation.

Please remember you must contact Caterpillar with this information even if you have also provided the information to UnitedHealthcare. If you only contact UnitedHealthcare, your information is not updated in UnitedHealthcare's payment system for Caterpillar members' claims and will not be correct in our provider directory. Please do not submit any changes with your claims.

Online Resources

UnitedHealthcareOnline.com

Please use this site for secure access to many different tools including patient eligibility, claims status, adjustments and certain UnitedHealthcare reimbursement and medical policies. For more information or to report problems with the system, please contact the UnitedHealthcare Online Help Desk at 866-UHC-FAST (866-842-3278).

CatHealthBenefits.com

This site offers information for both Caterpillar NetWork and Non-NetWork providers, including members' plan information, Caterpillar Preferred Drug Lists and a network provider database. You may also download the NetWork Administrative Manual and Provider Questionnaire forms from this site.

Contact Information

UnitedHealthcare Medical Claims

PO Box 740800
Atlanta, GA 30374-0800
866-228-4215

Appeals Address

UnitedHealthcare
PO Box 30432
Salt Lake City, UT 84130-0432
ATTN: Caterpillar Appeals

Office/Personnel Change/New NetWork Providers:

Maura Everett	Lisa Drake
309-636-1795	309-494-2334
Fax: 309-992-6609	Fax: 309-992-6545
Everett_maura@cat.com	Drake_lisa_m@cat.com

Caterpillar Provider Relations Staff & Responsibilities:

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