



Stanford
HEALTH CARE
STANFORD MEDICINE

Greetings,

On behalf of Stanford Health Care (SHC) and University HealthCare Alliance (UHA), we would like to extend a very warm welcome to your entire team as we embark on our new relationship together.

At SHC/UHA our vision is to heal humanity through science and compassion, one patient at a time. We understand how much of your personal effort goes into providing excellent patient centered care, and our shared set of values will play a significant role in remaining the health care provider of choice for the communities we serve.

In joining UHA, you will have the opportunity to provide your patients with:

- More access throughout local communities
- True patient-centered care through shared knowledge, coordination, and collaboration
- Direct connection to a wide range of specialists if needed
- Leading-edge technology, treatments, and clinical trials
- Seamless coordination of medical records, insurance, and authorizations
- Digital health tools to help patients manage their health care online and even communicate live with doctors electronically

Together we are striving to provide the highest level of individualized health care to the most people possible. Thank you for your commitment to providing exceptional care and welcome to Stanford Health Care and University HealthCare Alliance.

Sincerely,

Bruce Harrison

Chief Administrative Officer

University HealthCare Alliance

Bryan Bohman, MD

Chief Medical Officer

University HealthCare Alliance

UNIVERSITY HEALTHCARE ALLIANCE

855 Oak Grove Avenue, Suite 100 | Menlo Park, CA 94069 | t: 510.465.6700 f: 510.465.7765



University HealthCare Alliance

Stanford Health Care's dedication to outstanding health care and patient satisfaction is made possible, in part, through partnering with local doctors.

University HealthCare Alliance (UHA) is a medical foundation affiliated with Stanford Health Care and Stanford Medicine, and is comprised of six medical groups with over 55 locations and over 300 board-certified primary care and specialty care providers located across Bay Area communities.

Dedicated to improving availability, effectiveness, and quality of care provided to their patients, our Stanford Medicine-affiliated providers have chosen to partner with Stanford Health Care to provide greater care to more people. Together, we are committed to delivering leading-edge care to our patients.

Stanford Medicine-affiliated providers are nearby when you need them and can connect patients quickly and easily with Stanford Medicine's world-renowned specialists, should they ever need their expertise.

Stanford Medicine-affiliated providers have the opportunity to offer their patients:

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To learn more, visit stanfordhealthcare.org.



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About our Medical Groups

AFFINITY MEDICAL PARTNERS

Comprised of Alliance Medical Group, Alameda Pediatric Associates, and Alameda Family Physicians.

Specialties: Family Medicine, Adult Psychiatry, Pediatrics, Child Psychiatry, Internal Medicine, Pulmonary

Faculty on-site: Vascular Surgery, Neurology, Nephrology, Pain Management Psych, Pulmonary, Dermatology, Hepatology, Dermatology, Podiatry

Locations: Alameda, San Pablo, Pinole

BAY VALLEY MEDICAL GROUP

Specialties: Family Medicine, Hematology/Oncology, Internal Medicine, OB/GYN, Pediatrics, Podiatry, Radiology, Social Work, Endocrinology, Cardiology, Urology, Laboratory

Faculty on-site: Dermatology

Locations: Hayward, Castro Valley, Danville, Pleasanton

CARDIOVASCULAR CONSULTANTS MEDICAL GROUP

Specialties: Cardiology

Faculty on-site: Heart Failure

Locations: Brentwood, Castro Valley, Concord, Oakland, San Ramon, Walnut Creek

MENLO MEDICAL CLINIC

Specialties: Rheumatology, Radiology, Pediatrics, Orthopedic Surgery, Ophthalmology, OB/GYN, Internal Medicine, General Surgery, Gastroenterology, Family Medicine, Sports Medicine, ENT, Endocrinology, Cardiology, Allergy & Immunology

Faculty on-site: Pediatric Ortho; Nephrology

Locations: Menlo Park - Crane St. and Middlefield Rd.

UNIVERSITY MEDICAL GROUP

Specialties: Internal Medicine, Endocrinology, Rheumatology, Infectious Disease, Family Medicine, OB/GYN, Otorhinolaryngology, Pediatrics, Cardiology, General Surgery, Otorhinolaryngology, Gastroenterology

Faculty on-site: Dermatology

Locations: Oakland, Berkeley, Walnut Creek, Lafayette, San Ramon, Los Gatos, San Jose, Mountain View, Campbell

VALLEYCARE PHYSICIANS ASSOCIATES

Specialties: Internal Medicine, Pulmonary/Sleep Medicine/ Critical Care, Endocrinology, Neurology, OB/GYN, Cardiology, Family Medicine, Gastroenterology, General & Bariatric Surgery, Infectious Disease, Sleep Medicine

Faculty on-site: Gyn Oncology

Locations: Pleasanton and Livermore

University HealthCare Alliance

7999 Gateway Blvd., Suite 200 | Newark, CA 94560

t: 510.974.8274 | f: 650.566.8373



Stanford
HEALTH CARE
STANFORD MEDICINE

UNIVERSITY HEALTHCARE ALLIANCE





University HealthCare Alliance

Welcome!

When you join University HealthCare Alliance, your professional liability coverage will be provided by Professional Exchange Assurance Company, known as PEAC. To begin processing your coverage, we will need to obtain the following information:

1. A copy of your current Certificate(s) of Insurance (“COI”) outlining limit(s) and retroactive date(s), if applicable
2. A loss/claims history from ALL carriers within the last ten (10) years

You will also need to complete the following due diligence phone call:

PEAC Due-Diligence On-Boarding Call:

As part of the PEAC on-boarding process, all providers are required to complete a brief due-diligence/on-boarding call with a member of The Risk Authority/PEAC team. The purpose is to describe PEAC coverage, determine if there are any known claims, medical incidents or events that have occurred in the last year that require reporting to your current insurer, and address any questions you may have. For your convenience, we have set-up a call-in number between the hours of 8:00 AM - 5:00 PM. You can call anytime during this window. Please see below for dial-in information and deadline.

Call: 650-497-3221

Call anytime between 8:00 AM - 5:00 PM, Monday - Friday

Complete by: **[INSERT DATE]**

Stanford Health Care - ACO Lines of Business



Affinity Managed Care

- Partial risk arrangements (primarily professional risk) with delegation for credentialing, claims payment, and utilization management
- Six commercial contracts covering more than 21,000 members
- Aetna, Anthem, Blue Shield, Cigna, Health Net, and UnitedHealthcare
- Four Medicare Advantage contracts covering 7,700 members
- AARP Medicare Complete, Health Net, Humana, and Stanford Health Care Advantage



Stanford Health Care Alliance

- Stanford Health Care “ACO” product offering to self-insured employer groups
- Plan option for employees of Stanford University, Stanford Health Care, Stanford Children’s Health, and University HealthCare Alliance (more than 17,000 members as of January 2016)
- Narrow network configuration created between Stanford Health Care (SHC) and our administrative partner Aetna (effective 1/1/16)

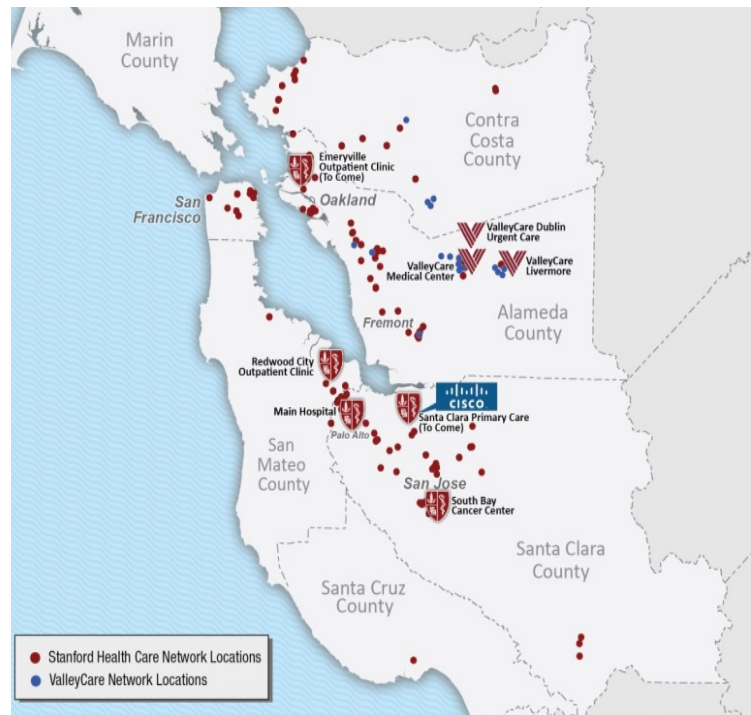


Stanford Health Care Advantage – Medicare Advantage Health Plan

- Offers HMO benefit plan with prescription drug coverage (Medicare Part C and Part D) to Medicare beneficiaries residing in Santa Clara County
- Operational launch was 1/1/2015 (more than 900 members as of January 2016)

Stanford Health Care: Accountable Care Networks

- The core of our physician network is led by our Stanford University faculty physicians, in collaboration with medical staff from University HealthCare Alliance (UHA), our medical foundation.
- Our Stanford Health Care physician network has locations across the Bay Area, including multidisciplinary medical buildings as well as community clinics (see map on right). This includes Affinity Medical Group providers.
- UHA partners with over 300 primary care and specialty doctors with over 50 locations across the Bay Area.





University HealthCare Alliance

Patient Billing Support

Greetings,

The UHA Customer Service Department is now available through the Epic In-Basket! Please see the attached tip sheet on how to easily communicate patient's billing concerns and questions that are presented to you at the clinics. We want to continue encouraging our patients to call us directly at (888) 924-1036 (9am – 4pm, M-F) but we do also understand that at times, they request your involvement.

The UHA Customer Service Pool will be managed by the assigned resources in the Patient Accounts & Inquiries Department. When an inquiry is sent, they will reply within 24 business hours with a confirmation that the message has been received. Once the issue has been addressed, the findings will be communicated back to the patient or guardian. A follow up message will be sent to you stating that the issue has been discussed with the patient or guardian and is now closed.

Please ensure that the following information is included:

1. Link the patient into the message, or provide name and MRN
2. Date of Service
3. Detailed information of the billing concern
4. If possible, contact number for the patient or guardian

BILLING INQUIRIES IN BASKET MESSAGING:

The screenshot shows an Epic In-Basket messaging interface. The 'To' field is populated with 'P UHA CUSTOMER SERVICE [2106008674]'. The 'Subject' field contains 'Billing statement question'. The 'Patient' field is 'Test Apple [70019419]' with a 'Patient Lookup' button. The 'Phone' field is '510-123-4567' with a 'Call Me' button. The 'Notes' field contains the following text: 'DOS: 3/9/2015', 'Patient came into the office today with a billing statement for the above DOS. Statement indicates that patient was seen by orthopedist, Dr. Spaceman and received a right arm cast. Patient was in a lot of pain due to his right arm injury and an anesthesia was administered before the cast was applied.', 'Patient would like to know:', '1. Why isn't his insurance covering the cost of the anesthesia? He may be reached on his cell, which is listed above. Okay to leave a detailed message.', and 'Thank you, Liz Lemon, PSR, UHA Clinic (510)-369-1215 ext. 789'. On the right side, there are 'Priority' options (High, Routine, Low) and 'Flags' options (Call with results, Call patient, Patient reminder, Schedule follow-up ap, Write letter, Personal reminder, Format, AA Reviewed, Note Public). At the bottom right, there are buttons for 'Save As QuickAction', 'Accept', and 'Cancel'.

Epic Support

Hello,

Your EPIC access request for the following user/users has been completed. The log-in details are listed below:

Epic: SID/Username: _____
Password: _____

HealthStream: SID/Username: _____
Password: _____

If the users have not completed Epic assignments in HealthStream their accounts are not yet active. After they complete training, their accounts will be set to active. They can call the service desk at 650-723-3333 for password reset.

Epic Central

Epic Central is designed to support Stanford Health Care (SHC) employees and staff using Epic. Run by the ITS Informatics Education team, Epic Central offers a self-service portal to:

- Search for Epic Answers
- Keep up with Epic updates
- Find Epic Help and Training Information
- Launch the SHC Portal

NOTE: Go to <http://Portal.stanfordmed.org> if Internal user.



Welcome to Epic Central

Designed to support Stanford Health Care (SHC) employees and staff using Epic. Run by the ITS Informatics Education team, Epic Central offers a self-service portal to:

- *Search for Epic Answers.
- *Keep up with Epic updates.
- *Find Epic Help and Training Information.

Major Epic Version Upgrade

Want to learn more? Select an area to [Explore New Features](#)

EPIC NEW HIRE TRAINING

GET EPIC HELP

DOWNTIME

ABOUT SHC EPIC



Epic ITS Service Desk

Contact the ITS Service Desk 24/7 for general technical support and application access as well as specialized Epic Clinical Documentation support.

650-723-3333

Other Resources: Access UHA Education Team Lisa Arrington

Clinical Education and Operations Manager

C: 510.282.6116 email: larrington@stanfordhealthcare.org

Medical Information Liaisons (MIL'S)

Name:

Email:

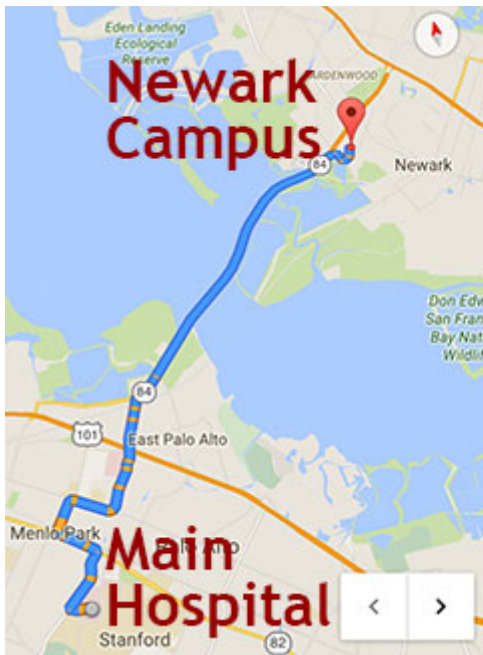
Phone:

Epic Training Classes



Where?

7600 Gateway Boulevard, Newark, CA
Epic classes will be held on the first floor of the building



Where do I park?

Free parking is available in front of the building entrance. No permit required.

Is there a toll on the Dumbarton Bridge?

Yes, a five dollar toll is required when traveling west.

Where can I go for lunch?

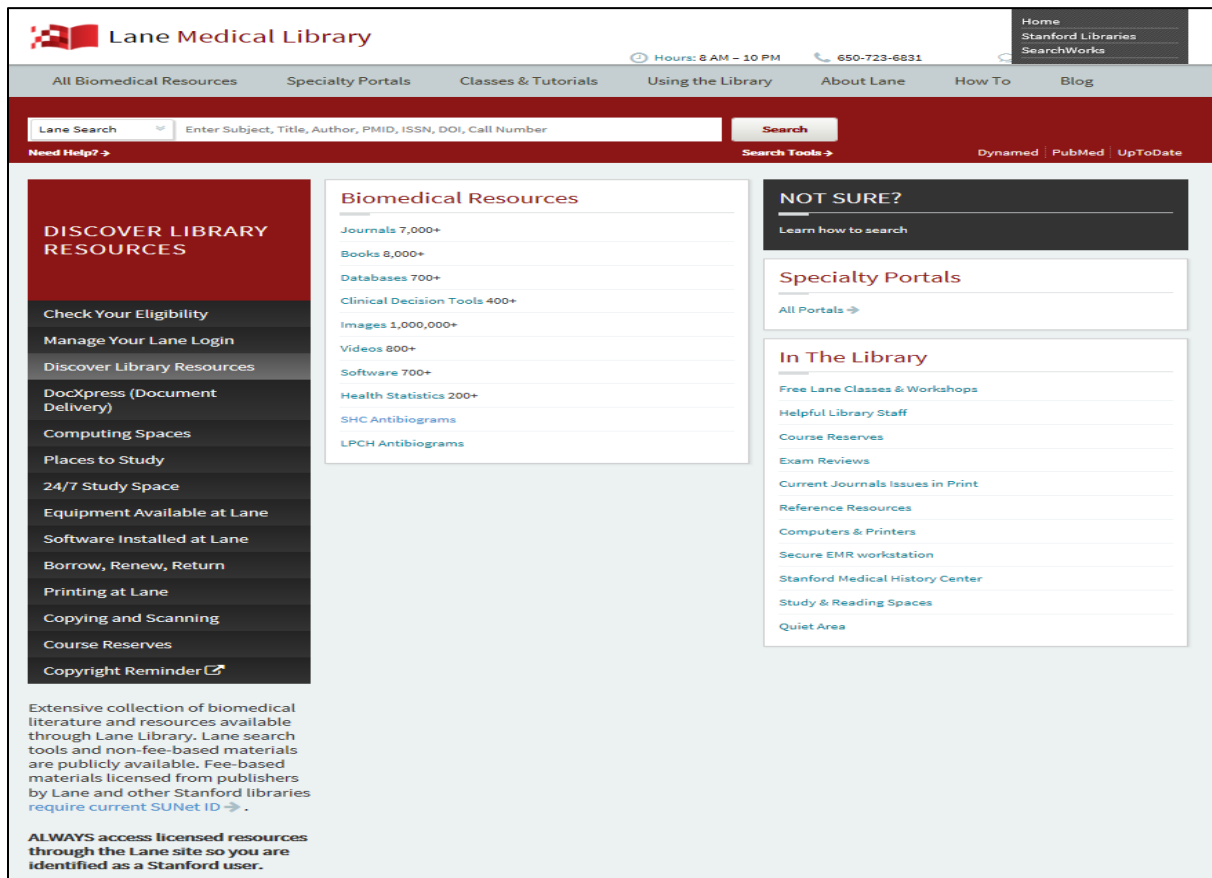
A full cafeteria is available within the business park, just a short walk away.

Lane Medical Library

[SID/Enterprise ID/Epic ID](#)

An SID (sometimes known as an Enterprise ID or Epic ID) identifies you as a member of the Stanford Health Care / University HealthCare Alliance community.

Most Stanford Health Care and University HealthCare Alliance healthcare providers with an SID are eligible for online access to materials licensed by Lane or other Stanford libraries.



The screenshot shows the Lane Medical Library website. At the top, there is a navigation bar with links for Home, Stanford Libraries, and SearchWorks. Below this is a main navigation menu with categories like All Biomedical Resources, Specialty Portals, Classes & Tutorials, Using the Library, About Lane, How To, and Blog. A search bar is prominently displayed with a 'Search' button. The main content area is divided into several sections: 'DISCOVER LIBRARY RESOURCES' with a list of services like 'Check Your Eligibility' and 'Manage Your Lane Login'; 'Biomedical Resources' listing various types of materials such as Journals (7,000+), Books (8,000+), Databases (700+), Clinical Decision Tools (400+), Images (1,000,000+), Videos (800+), Software (700+), Health Statistics (200+), SHC Antibigrams, and LPCH Antibigrams; 'NOT SURE?' with a link to 'Learn how to search'; 'Specialty Portals' with a link to 'All Portals'; and 'In The Library' with a list of services including 'Free Lane Classes & Workshops', 'Helpful Library Staff', 'Course Reserves', 'Exam Reviews', 'Current Journals Issues in Print', 'Reference Resources', 'Computers & Printers', 'Secure EMR workstation', 'Stanford Medical History Center', 'Study & Reading Spaces', and 'Quiet Area'. At the bottom, there is a paragraph describing the extensive collection of biomedical literature and resources available through Lane Library, and a note that fee-based materials require current SUNet ID.

If you are an eligible healthcare provider, your SID (along with your password), will allow you access to these online licensed materials.

- Please contact Lane Library if you have questions regarding your eligibility or are unable to access Lane using your SID. For all other SID issues, please contact the [SHC Help Desk](#).

Directions: 300 Pasteur Drive, Rm L109, Stanford, CA 94305 **Phone:** 650-723-6831 **Hours:** 8 AM – 10 PM



University HealthCare Alliance

Welcome,

As part of our onboarding process, we would like to schedule time for you to speak with Tina Outzen, SHC's Director of Managed Care. Tina will be assessing your current health plan and other medical group contracts. More specifically, she will go over:

1. What health plans are you/your practice currently contracted with?
 - a. For each plan, what products you are contracted with? For example, if you have a Blue Shield contract, is it for all products (HMO, PPO, POS, EPO, etc.) or only limited products (i.e., just for PPO, just for HMO, etc.)?
2. Do you have copies of your contracts? If so, can we please obtain copies?
3. Are you contracted with any other IPA's/medical groups such as SCCIPA, PMG San Jose, Hill Physicians, Muir IPA, etc.?
 - a. If so, what plans and products you are contracted for?
 - b. Do you have copies of these contracts?

In addition to these questions, Tina will discuss the process for sending termination letters to your contracted plans and medical groups. She can also provide a template letter, if needed.

Please let us know if you have any questions.

Sincerely,

Stephanie Goncalves

Contacts:

Tina Outzen

Director HMO/Managed Care

Stanford Health Care

USPS Mail: 300 Pasteur Drive, MC 5519, Stanford, CA 94305-5519

Physical location and Fed Ex/UPS Deliveries: 1510 Page Mill Road, Second Floor, Palo Alto, CA 94304

Phone: (650) 736-0171/ Fax: (650) 736-0641

Stephanie Goncalves

Provider Recruiter & Integration

University HealthCare Alliance

7999 Gateway Blvd. Suite 200, Newark, CA 94560

O: 510.974.8360 C: 408-307-7210 F: 510.974.8322 sgoncalves@stanfordhealthcare.org



NEW PROVIDER PROFILES

New Provider Profiles are an important communication tool to help potential patients locate a provider, learn about his or her background and credentials, and to make an appointment request. To add or update a provider profile, please complete this form and submit it to uha_communications@stanfordhealthcare.org

Provider First Name:

Provider Last Name:

Middle Name/Initial:

Gender:

Credentials/Degrees Earned
(example: PhD, MD, etc.):

Title (full clinical):

Primary Service/Specialty:

Sub-services/Specialties (top 3-5):

Patient Oriented Biography: (used for bio cards and Stanfordhealthcare.org website)
In approximately 3 to 5 sentences, please describe your patient services and your clinical interests in patient friendly language. Do not repeat your education.

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Medical School (MD only):

Residency (MD only):

Fellowship (MD only):

Non-Med Post Grad Work:

Board Certification(s):

Languages Spoken:

Practice Location:

TOP 5

TALKING POINTS FOR STAFF REGARDING STANFORD HEALTH CARE

ONE: We want to do all we can to help our patients, which is why we and many other practices across the Bay Area have chosen to partner with Stanford Health Care.

TWO: Together we are striving to provide the greatest range of health care to the most people possible.

THREE: We will continue to provide our patients with individualized care.

FOUR: Stanford Health Care is committed to delivering leading-edge care through partnerships with outstanding local doctors.

FIVE: Patients will now have:

- More access throughout local communities
- True patient-centered care through shared knowledge, coordination, and collaboration
- Direct connection to a wide range of specialists if needed
- Leading-edge technology, treatments, and clinical trials
- Seamless coordination of medical records, insurance, and authorizations
- Digital health tools to help patients manage their health care online



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