University Physicians’ Association, Inc. (UPA) was formed in 1993 with response to a need for private practice physicians, who practiced primarily at The University of Tennessee Medical Center to negotiate under one signature with the Managed Care Organizations (MCOs).

UPA is classified as an Independent Physician Association (IPA) and is organized and governed by a panel of physician shareholders elected to serve as the Board of Directors. UPA is a strong and well established organization that includes valuable services for its members. Credentialing, contracting and medical billing services are currently its strongest avenues of service.

August 2013 UPA Membership affiliations include:
- Shareholders: 433
- Non-physician Affiliates: 185
- Affiliates: 106
- Associates: 18

There are many benefits associated with UPA membership:
- Managed care contract negotiation
- Delegated credentialing with contracted payers (excluding BCBST)
- Newsletter communicating regulatory changes
- Assistance with claim issues
- Educational training and workshops
- Informational resource

Providing billing services to physician offices since 1994, UPA has proven success records and continued growth since that period. UPA purchased the centralized billing office from University Health System, Inc. (UHS) in 2004. UPA has a mix of private practice clients and UHS employed physician practices. UPA additionally has the structure for its own employed physicians through University Physicians, PC (UPPC) as well as the capacity for practice management.

There are currently 442 billing clients (83 active billing groups) in UPA. UPA provides billing and accounts receivable management software and support. Software and technical support is handled locally with information systems support via UHS and a dedicated accounts receivable management team. UPA provides on-site assistance during system transitions. UPA provides dashboard reporting, customer service dedicated to billing resolutions, works directly with managed care plans to keep on top of payer logic, reimbursement, denials and appeals that optimize results.

UPA has provided employee leasing since 2004 and currently holds 631 employees. There are 67 employee leasing locations. UPA provides payroll and administration, health insurance, human resource consulting, assists with all employment services and extends professional support with legal guidance concerning terminations and workplace laws and regulations.

UPA provides full credentialing services that encompass primary source verification. Contracted by UHS for medical staff services and credentialing, UPA credentials all clinicians that hold and apply for privileges at The University of Tennessee Medical Center.

Through its strong physician leadership and governance, UPA continues to be positioned to advance in any direction in which healthcare leads.