

UPA Front Lines

Heather Kidwell
UPA Physician Service Coordinator
Medical Staff Office

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Credentialing Coordinator
Medical Staff Office



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Reported Data Incident



HealthEC, LLC is a population health technology company that provides healthcare coordination and patient/member outreach services to other entities, including the State of Tennessee, Division of TennCare.

UPA received a bulk of provider letters (mailed to the UPA Corporate location) that were individually sealed.

The letters have now been delivered to each applicable office. The HealthEC letter informs the provider of a data incident.



Kim Friar, CEO, UPA
Amy Barger Stevens, MD, FAAFP
President, UPA

TennCare recognizes that providers are being impacted by this breach, both at an individual and organizational level.

HealthEC is notifying individuals that may have been impacted by this breach, but TennCare acknowledges that this communication to providers has been causing additional questions and needed to be clearer.

To better support our providers going forward, TennCare has set up a website at <https://www.tn.gov/tenncare/legal/privacy-update.html> with FAQs and resources. This includes FAQs regarding the breach and notifications, options for sending letters incorrectly mailed to facilities or organizations, and contact information at both TennCare and HEC for additional questions.

While UPA is not a managed care company, our staffed professionals focus on this service on behalf of its 1,373 members. UPA actively provides communication to its members regarding updates with carrier policies and providing managed care resources.

UPA Shareholders: 609
Non-Physician Practitioners: 578
Affiliates: 185
Associates: 1
TOTAL UPA Clinical Membership: 1,373

- [Click to view UPA Carrier Contact List](#)

UPA Billing Clients: 78

2024 UPA Carrier Contacts

Katherine Christian Walker, MHA
 Director, UPA Managed Care

[Click to view UPA Carrier Contact List](#)

o: 865.670.6180 f: 865-670-6115

kwalker2@utmck.edu

12/11/2023

2024 UPA Carrier Contract List

Carrier List	Line of Business	Provider Rep	Email	Phone/Fax	Notes
Aetna	PPO/POS/EPO Medicare Advantage	Lora Yates	Yatesl@aetna.com	(P) (866) 900-6171	* UT is not contracted at this time
American Health Plans	I-SNP	TBD		(P) (423) 747-9622	
AmeriGroup/AmeriVantage *Coverkids	TennCare/Medicare Advantage/SNP	Bradley Clifford	bradley.clifford@amerigroup.com	(P) (423) 637-9721 (F) (866) 574-6748	PCP Required
BlueCross BlueShield Tennessee	Commercial	Jessica Taylor	jessicam_taylor@bcbs.tn.com	(P) (865) 588-4647 (F) (865) 588-4655	Effective 1/1/22. *Entire group must have privileges at UT
*Network P	Commercial Limited Network, Exchange				
*Network S	Commercial Small Group, Exchange				
*Network L	Medicare Advantage				PCP Required
*BlueAdvantage LPPO	TennCare/CHIP				
*BlueCare & TennCare Select & CoverKids	SNP				
*Blue Care Plus	PPO/POS/EPO	Melissa Gibson	melissa.gibson3@cigna.com	(P) (804) 688-2412	*Effective 01/01/2022 geographical restrictions removed
Cigna	Exchange				
*Cigna Connect	Commercial				*Tennova is out of network
*Cigna- Great West	Commercial Limited Network				*Must have PCP for HMO Plan
*Cigna Local Plus	Medicare Advantage HMO and PPO	Provider Service	www.directprovider.com	(P) (800) 937-6824	Now owned by Aetna
*Cigna MA (Healthsprings)	WC				
Coventry	Auto				
*Coventry WC	Medicare Advantage	TBD			*Effective 01/01/2024
*Coventry Auto	PPO/EPO	Pending			*Must have privileges at UTMCK or Tennova
Devoted Health	Medicare Advantage	Deborah Higgs	dhiggs@hbpp.com	(P) 931-560-0041 ext. 6218	*Effective 01/01/2023
East TN Health Plan	Medicare Advantage	Provider Service	www.directprovider.com	(P) (800) 937-6824	Now owned by Aetna
Farm Bureau	Leased Network/Mail-Handlers/WC				*Include reference # from 1st attempt to resolve issue
First Health					*Humana Commercial exiting market mid-2024
Humana			humanaproviderservices@humana.com	(P) (800) 448-6262	
*Commercial	PPO/CPoS/POS/EPO	Julie Hooyman	jhooyman1@humana.com		
*Humana Gold	Medicare Advantage/SNP	Customer Service		(800) 950-7040	
MultiPlan (PHCS, Beech Street, & HPI)	PPO/Leased Network				
*Multiplan Medical	WC				
*Multiplan WC	Auto				
*Multiplan Auto	I-SNP	Robyn Hopkins	robyn.hopkins@allyallign.com	(P) (913) 653-5921	
NHC Advantage	Leased Network/Medical/Auto/WC	Jill Smith	jsmith@novanetppo.com	(P) (800) 513-7177 Ext. 283	
NovaNet PPO	PPO	TPA - Claims Issues	www.capitoladm.com		
NX Health Network	I-SNP	Derek Ferrell	derek.ferrell@signatureadvantageplan.com	(615) 258-5567	*Effective 01/01/2023
Signature Advantage Plan		Amanda Husted	Amanda_Husted@uhc.com	(P) (423) 845-0173 (F) (844) 387-3343	
UnitedHealthcare	HMO/PRO/POS				
*UHC, UHC Navigate	HMO/PRO/POS				
*UHCrv	TennCare/SNP				PCP Required
*UnitedHealthcare Community Plan	Medicare Advantage/AARP				
*Medicare Solutions	Veterans				
*VACCEN	*Coverkids				
*Coverkids	Exchange				Effective 1/1/22
*Exchange	Medicare Advantage				
UPMC Health Plan	Medicare Advantage HMO and PPO	Barbre Jackson	Barbre.L.Jackson@wellcare.com	(501) 366-6268	
Wellcare					

*Humana Commercial products exiting market mid-2024.

Introducing February's New UPA Members



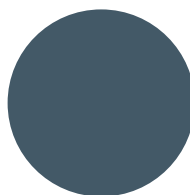
Jessica G. Dunn, NP
University Wound Care
1940 Alcoa Highway
Suite E-40
865-305-5510



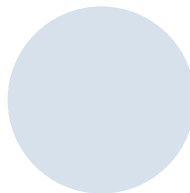
Derrick A. Roland, DPM
Foot and Ankle Specialists of Tennessee
8870 Cedar Springs Lane
Suite 104
Knoxville
865-686-8486



Jonathan W. Hafner, MD
Rocky Top ENT & Allergy, PLLC
49 Cleveland Street
Suite 220
Crossville



Kimberly M. Gebhart, PA
Foot and Ankle Specialists of Tennessee
8870 Cedar Springs Lane
Suite 104
Knoxville
865-686-8486



Gabriel D. Rich, PA
Southeastern Surgical Specialists
301 White Oak Road
Suite 100
Dayton
423-775-5800

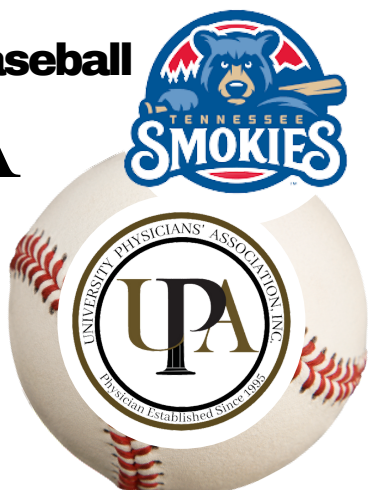
Team Member Celebration is April 6th

UPA is excited to announce that our Team Member Appreciation Event will be held at the Tennessee Smokies again this year! This event will be a time to celebrate each of our UPA team members for all of your hard work and dedication. Each team member who would like to attend this event can receive up to 2 tickets at no cost.

Any tickets above this will need to be purchased by the team member at a rate of \$23 per ticket. Please note that this year, if you order your 2 free tickets and do not show up for the game, you will be charged the \$23 for those tickets unless you notify us of the cancellation by March 20th.

If you are charged for the tickets, you will be able to pick them up from HR to use for general admission to another game during the season. We hope that this gives team members adequate time to cancel if something comes up while also ensuring UPA is not left with hundreds of unused tickets as we have in years past.

**Smokies Baseball
& UPA**



We will be sending a survey out through Paylocity where you can select the number of tickets you will need for the game. The game will start at 7:00 pm and the gates will open at 5:30 pm. We will have a UPA booth set up outside the stadium on the day of the event for team members to pick up their tickets.

Kids age 3 and under are free and will not require a ticket to enter the game so please do not include them in your headcount. Each ticket will include parking, food, and a \$6.00 credit to be used at concession stands.

The food menu will include smoked BBQ chicken, hickory smoked pork BBQ, baked beans, coleslaw, spinach artichoke dip with tortilla chips, hot dog bar, cookies, water, and Pepsi products. Please make sure to have your UPA ID Badge with you.