



P.O. Box 1327  
Johnstown, PA 15907-1327

[Date]

[Physician Name]  
[Address 1]  
[Address 2]  
[City], [State] [ZIP Code]

**Re: Oxford Medicare Plans Transitioning to UnitedHealthcare Administrative System**

As you know, UnitedHealthcare acquired Oxford Health Plans several years ago. As part of our continued efforts to consolidate and simplify our administrative and claims operations, we will migrate the AARP® MedicareComplete®, Evercare® and SecureHorizons® plans\* from the Oxford Health Plan claims system to the UnitedHealthcare claims system, effective Jan. 1, 2012.

To prepare for this migration, we are providing you advance notice of how these changes may affect your practice. The changes include:

- **More consistent use of medical and reimbursement policies and claims operations** for UnitedHealthcare and Oxford Medicare members – please refer to the current UnitedHealthcare Administrative Guide posted on UnitedHealthcareOnline.com and the Supplement included with this letter
- **An updated provider website** accessible through UnitedHealthcareOnline.com – please refer to the enclosed Quick Reference Guide
- **New claims mailing addresses** – please refer to the enclosed Quick Reference Guide
- **New health care ID cards** for Oxford Medicare members
- **New behavioral health claims and appeals/grievances delegation** – OptumHealth Behavioral Solutions (formerly UBH)
- **New Electronic Data Interchange (EDI) payer ID** number: 87726

The enclosed Frequently Asked Questions (FAQs), Quick Reference Guide, and Supplement contain more detailed information.

Please note: There will be no changes to your Oxford Freedom or Oxford Liberty policies and guidelines as a result of this transition. These changes will not impact non-Medicare products in any way.

While this migration will involve some initial changes in your office procedures, the end result will be a more consistent and streamlined administrative experience. Thank you for your continued participation in our network. If you have questions about this transition, please call Provider Services at 800-234-1228, Option 1, or contact your network representative or physician advocate.

Sincerely,

/s/  
Dennis O'Brien  
Regional Vice President, Network Management

Enclosures

\* Evercare and SecureHorizons plans will change to the UnitedHealthcare brand effective Jan. 1, 2012.