

AUTOMATED PRIOR AUTH RESPONSE FOLLOW-UP

October 6, 2009

Dear Care1st/ONECare Practitioners and Office Staff:

As outlined in our previous fax communication dated September 23, 2009, Care1st/ONECare is working to streamline its prior authorization processes and to improve its service to physicians and other healthcare providers. As part of this customer service initiative, on Monday, September 28, you began receiving an automated response to your prior authorization requests confirming our receipt of your request.

We want to clarify that the notification of receipt sent back to your office will be sent to the FAX NUMBER LOCATED IN THE HEADER OF YOUR FAXED PRIOR AUTHORIZATION REQUEST. We greatly appreciate your assistance in helping us to serve you better by ensuring the number programmed into your fax machine for your header is the same number used to send the initial request.

The confirmation of receipt sent back to your office will state the following:

"Thank you for contacting Care1st, we have received your prior authorization request and will review the information provided. We will provide you with a response as quickly as possible but no later than 3-5 business days from the receipt of the request if all supporting documentation is included."

The purpose of this message is simply to notify you that we have received your request, and we are working to process it as expeditiously as possible. Our goal is for you to receive a response within three business days if all supporting documentation is provided. We are working hard to consistently achieve that goal and welcome your feedback, both positive and negative.

Please contact Provider Network Operations at the numbers below if you have any questions.

Thank you!