

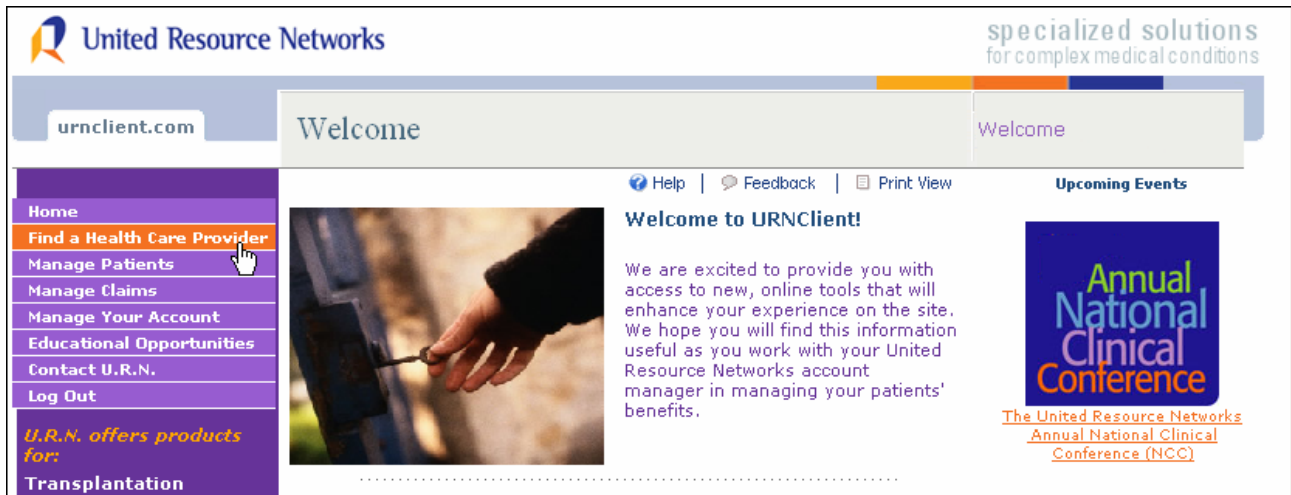


How to Find a Health Care Provider Online (U.R.N. Clarity Tool)

United Resource Networks has just made it easier for you to find **C**lear **L**egitimate **A**ccurate **R**eliable **I**nformation that is **T**imely and **Y**ours with **U.R.N. CLARITY**. This patient referral tool provides you with the information you need to effectively guide your patients to health care providers within U.R.N.'s provider networks.

Accessing the tool

To access the U.R.N. Clarity Tool, simply enter in the URL for URNClient (www.urnclient.com) into the address bar of your internet browser application (i.e., Internet Explorer). After reaching the site, enter your username & password into the fields provided. This information will be validated by security on the site. From the Welcome page, simply click on the **Find a Health Care Provider** menu item.



URNClient Welcome Page

Navigation within U.R.N. CLARITY

U.R.N. CLARITY is organized by U.R.N. product (e.g., Transplant, Cancer, etc.). Each product has a customized tab that when opened, will display criteria specific to it. To search for a facility, click on a specific product (e.g., Transplant, Cancer, etc.) and select the applicable criteria for your search.

NOTE: Access to U.R.N. products displayed within the U.R.N. CLARITY tool is based on the products purchased by our customers. Please contact your U.R.N. Account Manager at (800) 847-2050 for more information or to purchase additional U.R.N. products and services.

Taking a Closer Look at the Transplant Tab

The **TRANSPLANT TAB** lets you search for a transplant center by transplant type. The page is split into three distinct sections:

1. Select a program type (Blood/Marrow or Solid Organ).
For **Blood/Marrow**, an optional drop-down appears enabling you to select a specific diagnosis within the additional filters section of the search window. When selecting **Solid Organ**, you must select a solid organ type from the drop-down provided.
2. Select a member type (must select by Adult or Pediatric).
3. Select additional filters (optional filters such as Diagnosis, State, Zip Code and Distance in Mileage, as well as Facility Name will help you further refine your search results).

Search Criteria

Required fields within the search pages are marked by **bold black type** and a black asterisk (*) with a blue background.

The screenshot shows the 'Find a transplant center' search interface. It features several sections for selecting criteria:

- Select a program type***: Radio buttons for Blood/Marrow (selected) and Solid Organ.
- Select a member type***: Radio buttons for Adult (selected) and Pediatric.
- Select a contract type***: Radio buttons for All Contracts (selected) and Contracts without Stop Loss Provisions (Floors).
- Select additional filters**:
 - Diagnosis: Text input field.
 - State: Dropdown menu with a 'Map Search' button.
 - Zip Code: Text input field.
 - Distance from center of zip code: Radio buttons for 50 miles, 200 miles, and 500 miles.
 - Facility Name: Text input field with a note: '*** Common words such as 'Hospital', 'University', and 'St.' are not evaluated in the name filter'.

At the bottom, there is a 'Search' button, a 'Clear' button, and a section for 'Search for a U.R.N. contracted transplant center' with a dropdown menu.

URN Clarity Search Page

To the left, is an example of a search entered into the application as follows:

Program Type of **Blood/Marrow**
Member Type of **Adult**
Contract Type of **All Contracts**

Simply press the **Search** button and the requested results will be returned.

At the bottom, you have the option to **Search for a U.R.N. contracted transplant center**, this can be used to go navigate to a specific center, and does not require additional search criteria.

Search Results

The Search Results page displays facilities that match the search criteria entered. The page also displays a map that pinpoints the location of each facility. Located under the search criteria and map is summary data for the facility.

The summary data for the facility will include, at minimum: the **designation** for the facility (COE), the **name** of the facility (Hospital A), **location** (Anytown, MN 12345), **year U.R.N. network contract became effective** (2002), as well as **100-day and 1 year volume and survival** statistical information for each transplant type (e.g. Bone/Marrow; Autologous: 100-Day volume of 50 and survival of 98% and 1 Year volume of 50 with survival of 88%).

Note: If zip code and distance search criteria were entered, the summary data for the facility would also include the **distance in miles** from the center of the zip code you entered.

Search Results are continued on the next page.

Search Results (continued)

The screenshot displays the TRS Results interface. At the top left, a breadcrumb navigation shows 'Search' followed by a right-pointing arrow and 'TRS Results'. A search criteria box lists: Program Type: Blood/Marrow, Member Type: Adult, Contract Type: All Contracts, Diagnosis: N/A, State: N/A, Zipcode: N/A, Distance: N/A, and Facility Name: N/A. A map of the United States shows numerous red location pins. Below the map are buttons for 'Compare Centers', 'Print Comparison Report', and 'Alter results to: Include TAP Centers'. A results summary shows '17 results found, displaying 1 to 17'. There are buttons for 'Export XLS', 'SEARCH', and 'CLEAR'. A filtering bar is present above a table of results. The table has columns for Designation, Stop Loss Provisions (Floors), Facility Name, City, State, Zip, Year, and survival rates for Allogenic Related, Allogenic Unrelated, and Autologous transplants. A row for 'COE' is highlighted. A legend at the bottom explains volume and survival rate metrics.

Designation	Stop Loss Provisions (Floors)	Facility Name	City	State	Zip	Year	Allogenic Related		Allogenic Unrelated		Autologous	
							Volume	Patient Survival (%)	Volume	Patient Survival (%)	Volume	Patient Survival (%)
<input type="checkbox"/> COE	No	Hospital A	Anytown	MN	12345	2002	35	66 29	14	86 57	50	98 88

Volume = Total Number of Patients reported during that period.
Survival rates indicate percentage of patients alive at the end of that time period. E.g. 1 year survival indicates % of patients alive at the end of 1 year from the date of their transplant.

#	Feature Name	Feature Description
1	Breadcrumb Navigation	Pages are divided by an arrow. Current page is bolded. To return to search page, simply scroll over text to the left of the arrow.
2	Help, Feedback & Print View Links	Access Help, Feedback and Print View features
3	Search Criteria	View search criteria entered on the previous page.
4	Map	Pinpoint locations of facilities presented on page.
5	Comparison Option Buttons	COMPARE CENTERS button lets you compare the facilities checked. PRINT COMPARISON REPORT button prints a copy of the report.
6	View Options Buttons	VIEW ONLY COE CENTERS and VIEW COE AND TAP CENTERS buttons control the view of data presented (only COE'S or both COE & TAP).
7	Results Found	View a count of the results found.
8	Export to Results to Excel	Export all data into an Excel spreadsheet.
9	Search & Clear Buttons	The SEARCH button begins the search based on the criteria entered into the filtering fields. The CLEAR button clears search the criteria entered.
10	Filtering Bar	Further refine the search criteria
11	Column Headings	Alpha sort on facility Designation, Facility Name, City, State and Zip.
12	Stop Loss Provisions (Floors)	Indicates if programs with or without Stop Loss Provisions (Floors)
13	Checkboxes	Select facilities for the comparison reports.
14	Highlighted Row	Click on the highlighted facility name and link to access detailed facility information.
15	Volume Definition and Survival Rate Explanation	View information the definition for Volume and explanation of how survival rates are calculated.

Viewing Detailed Facility Information

Click on the facility name on the Search Results page or if you've chosen to compare several facilities, click on **More Details** on the Comparison Page to navigate to detailed facility information. A description of the detailed information under each tab is illustrated below.

Overview Tab

Hospital A
BMT: Center of Excellence

100 Any Street
Anytown, MN 12345
Phone: 123 456 7890
Federal ID: 123456789

Contracted Products & Programs:
COE: BMT, Heart, Kidney, Kidney/Liver, Kidney/Pancreas, Liver, Liver/Heart, Liver/Kidney/Heart
COE - Pediatric Available: BMT, Heart, Kidney, Kidney/Liver, Liver
TAP: Heart/Lung, Kidney/Heart/Lung, Kidney/Lung, Liver/Lung, Liver/Lung/Heart, Lung

About Hospital A:
Hospital A is a national leader in the art and science of transplantation. Their surgeons perform hundreds of single and multiple organ transplants each year.

Hospital A was among the pioneers of human organ transplantation and Hospital A transplant programs are renowned for their consistent record of clinical excellence and long-term success rates that are among the best in the United States.

URNClarity Overview Tab Page

The Overview Tab shows descriptive information about each facility including:

- A photograph of the facility and surrounding campus (if available)
- The facility name, address, general phone number, federal id.
- All contracted program types.
- Brief description of hospital programs.

Contract Tab

The Contract Tab displays five links at the top of the page. These links provide access to detailed facility contract information. The table below provides detail about the information displayed under each of the links.

Hospital A
BMT: Center of Excellence

Program Availability | **Rates** | Periods of Care | Contract Summary | Inclusions/Exclusions

Program	Population	Stop Loss Provisions (Floors)	Rate Effective Date	Min Age	Max Age
BMT	Adult	Yes	12/15/2000	18	70
BMT	Pediatric	Yes	12/15/2000	Newborn	17

URNClarity Contract Tab Page

Link Name	Content Description
Program Availability	Displays information about the population the facility serves (adult or pediatric), the rate effective date of the current U.R.N. agreement as well as the minimum and maximum ages for evaluation.
Rates	Provides facility's current rates by program type and/or applicable diagnosis.
Periods of Case (Phase Definitions)	Defines the periods of care for each agreement by program type (Blood/Marrow or Solids). This information may also be referenced as Phase Definitions for older U.R.N. facility agreements.
Contract Summary	Provides a summary of key provisions and the description of each by individual facility agreement. Some of these provisions include: Pre- and Posttransplant Rates, Other Medical Services Rates, Premature Case Closure, etc.
Inclusions/ Exclusions	Defines all items included or excluded from the case rate or facility agreement. Separate pages have been prepared for Blood/Marrow transplants and Solid Transplants.

Outcomes Tab

URN Clarity Patient Referral Tool

Search → TRS Results → Facility Details: BMT

Hospital A
BMT: Center of Excellence

Overview | Contract | **Outcomes** | Contacts | Lodging | Affiliated Providers | Cost Statistics

Volume by Age | **Volume by Diagnosis** | Survival Rates | Length of Stay

Volume by Age for Blood/Marrow Transplants between 01/01/2005 and 12/31/2005			
Age Range (years)	Allogenic Related	Allogenic Unrelated	Autologous
0 - 1	1	1	0
1 - 5	0	4	3
6 - 10	4	0	0
11 - 17	6	5	1
18 - 65	46	4	43
66 - 99	0	0	3

Patient age at time of transplant.
Volume = The total number of patients transplanted.

[Data Source Information](#)

URNClarity Outcomes Tab Page

The Outcomes Tab contains five links to detailed volume and survival information for all contracted programs. Outcomes information for Blood/Marrow transplant is collected via U.R.N.'s annual qualification survey process. Volume and Survival information for solid transplant programs is provided by UNOS (through the www.ustransplant.org site).

Link Name	Content Description
Volume by Age	All transplant program volume by age for each contracted facility.
Volume by Diagnosis	Volume by diagnosis for each program type.
Survival Rates	Volume and survival data for blood/marrow and solid organ transplants for the program. If the volume is zero, then the survival rate is displayed as “-”. If no data is available, the cells are blank (empty). Clinical outcomes data for solid organ transplants is obtained from UNOS. Outcomes information for Blood/Marrow transplant programs is obtained from the annual U.R.N. qualification survey.
Length of Stay	Median length of stay for a solid organ transplant. Average length of stay is displayed for Blood/Marrow transplants.
Time to Transplant	Median time to transplant for solid organs.

Contacts Tab

URN Clarity Patient Referral Tool

Search → Select Provider Program → Facility Details: BMT

Hospital A
BMT: Center of Excellence

Overview | Contract | Outcomes | **Contacts** | Lodging | Affiliated Providers | Cost Statistics

Patient Referred to Medical Center for Transplant Evaluation

- Case manager sends U.R.N. the Notification Form (NF).
- Schedule a **referral appointment** by calling the transplant coordinator at (123) 456-7890.
- For financial questions and authorization, call (123) 456-7890.

Patient Evaluated for Transplant

- Medical center completes Evaluation Results Form.
- The form is faxed to the case manager.
- The transplant physician sends the evaluation results and recommendation(s) to the referring physician.

Patient Accepted for Transplant

- Case manager sends written notification to patient, referring physician and medical center.
- Case manager notifies U.R.N., indicating approval of transplant procedure and verification of program type.

NOTE: If patient is NOT accepted for transplant or randomized to the control arm of a clinical trial, the case is closed and no longer falls under contract. Call your United Resource Networks transplant management consultant for further information.

Patient Listed or Accepted for Transplant

- For updates while waiting, call (123) 456-7890.
- For financial questions and authorization, call (123) 456-7890.

Patient Admitted for Transplant

- For admission notification/precertification, call the financial coordinator at (123) 456-7890.
- For concurrent review, call (123) 456-7890.

Patient Discharged

- For discharge planning/social services, call (123) 456-7890.

Patient Receives Follow-Up Care

- For post-transplant/outpatient updates, call (123) 456-7890.

Case Matures - No further action required.

URNClarity Contacts Tab Page

The Contacts Tab displays critical contact information for each contracted program. Contacts for each of our contracted facilities include individuals who can help you with the following:

- Scheduling a referral appointment
- Financial questions
- Patient updates
- Admission notification
- Concurrent review
- Discharge
- Post-transplant updates

Lodging Tab

URN Clarity Patient Referral Tool

Search → Select Provider Program → Facility Details: BMT

Hospital A
BMT: Center of Excellence

Overview Contract Outcomes Contacts **Lodging** Affiliated Providers Cost Statistics

Accommodations		
Lodging Facility	Phone	Hospital Rate
Best Hotel 150 Any Street Anytown, MN 12345	(123) 456-7890	Yes
Best Lodge 200 Any Street Anytown, MN 12345	(123) 567-8901	Yes
Best Express 250 Any Street Anytown, MN 12345	(123) 678-9012	Yes
Best Accommodations 300 Any Street Anytown, MN 12345	(123) 789-0123	Yes

*** Accommodations are not endorsed by United Resource Networks

URNClarity Lodging Tab Page

The Lodging Tab shows lodging accommodations available near the contracted medical center. Address and phone information is included. Available hospital rates are also indicated.

Affiliated Provider Tab

URN Clarity Patient Referral Tool

Search → TRS Results → Facility Details: BMT

Hospital A
BMT: Center of Excellence

Overview Contract Outcomes Contacts Lodging **Affiliated Providers** Cost Statistics

Primary Health Care Provider	Federal ID#
Hospital A	123456789

Affiliated Provider	Federal ID#
General Physicians Organization	234567890
Radiation Oncology Foundation	345678901
Pathology Group	456789012
Psychiatry Group	567890123
Surgical Group	678901234
Physicians Organization	789012345

URNClarity Affiliated Providers Tab Page

The Affiliated Provider Tab shows all health care providers who are affiliated with the U.R.N. facility agreement, listed in table format. They are organized in alphabetical order. If a tax identification number has been provided to U.R.N., it is provided in the right-hand column.

Cost Statistics Tab

URN Clarity Patient Referral Tool

Search → TRS Results → Facility Details: BMT

Hospital A
BMT: Center of Excellence

Overview Contract Outcomes Contacts Lodging Affiliated Providers **Cost Statistics**

Presented information is proprietary and confidential to United Resource Networks. Unauthorized use, distribution, or copying is strictly prohibited.

Billed and paid cost statistics are shown below in two ways:

- For the transplant admission only (phase 3)
- For the entire transplant episode including all pre- and post-transplant charges (phases 1-5)

Reported costs include hospital and physician charges. Caution: Many transplant networks show paid charges for the transplant only. Make sure you compare apples to apples when looking at more than one contract.

The U.R.N. Transplant Centers of Excellence and Transplant Access Program Networks 1/1/2003-01/16/2007

Table 1 - Transplant admission only - Phase 3

Program	# of Transplants	Billed			Paid			Avg Savings (%)
		Median	Average	95th Percentile	Median	Average	95th Percentile	
BMT ALLO REL	47	\$270,634	\$337,961	\$656,048	\$172,408	\$215,934	\$407,123	36.1
BMT ALLO UNREL	97	\$367,028	\$463,294	\$1,233,975	\$213,282	\$284,588	\$733,933	38.6
BMT AUTO	43	\$115,448	\$156,681	\$427,538	\$90,000	\$108,084	\$226,817	31.0

Table 2 - Entire transplant episode including pre- and post-transplant services - Phases 1-5

Program	# of Transplants	Billed			Paid			Avg Savings (%)
		Median	Average	95th Percentile	Median	Average	95th Percentile	
BMT ALLO REL	47	\$460,703	\$572,722	\$1,343,449	\$292,563	\$359,128	\$823,407	37.3
BMT ALLO UNREL	97	\$566,251	\$664,554	\$1,453,074	\$346,074	\$410,289	\$875,579	38.3
BMT AUTO	43	\$275,118	\$350,695	\$904,456	\$185,339	\$224,734	\$592,480	35.9

The cost statistics above represent transplant cases processed by U.R.N. Billed and paid charges may be used to estimate costs associated with a future transplant. Table 2 calculations include charges for services such as organ-acquisition fees, patient evaluation, readmissions, and outpatient transplant care from evaluation through post-transplant (typically one year post-discharge). Calculations are from transplanted, closed, and reconciled cases only.

URNClarity Cost Statistics Tab Page

The Cost Statistics Tab shows the billed and paid cost statistics for the health care provider. Billed and paid charges may be used to estimate costs associated with a future procedure. The following statistics are provided:

- **Median:** After arranging the cases in order of least to most expensive, the median is the middle dollar value where half of the cases cost less than median and the other half of the cases cost more than the median.
- **Average:** The total dollars from all cases divided by the total number of cases.
- **95th Percentile:** The billed or paid dollar value that 95% of the U.R.N. repriced cases have been less than. Among a large group of cases, this number approximates the cost of an uncommon and unusually high cost transplant.

Other Product tabs - Other U.R.N. products have similar geographical and product specific searches. Each product tab also has custom "Tools and Resources" where you can locate patient and case management information.

Bariatric Resource Services - Search for bariatric centers by state, zip code, facility name, market name and market number, Tax ID and facility type. The search results page displays all facilities satisfying the criteria entered, sorted in alphabetical order. By clicking on the facility name, you can obtain driving directions to/from the facility.

Cancer Resource Services - Search for Cancer Centers of Excellence (COE) network programs by state, zip code or facility name. The search results page displays all facilities satisfying the criteria, sorted in alphabetical order. By clicking on the facility name, you can review facility contract, clinical outcomes and contact information.

Congenital Heart Disease Resource Services - Search for CHD Centers of Excellence (COE) network programs by state, zip code or facility name. The search results page displays all facilities satisfying the criteria entered, sorted in alphabetical order. By clicking on the facility name, you can review facility contract, clinical outcomes, lodging and contact information.

Kidney Resource Services - Search for kidney dialysis centers by state or zip code. Filter results by selecting a program type (different types of dialysis), facility name, chain name or only those dialysis centers that offer after 5 p.m. dialysis. The search results page displays all facilities matching the search criteria ordered by Centers of Excellence (COE) network facilities that are contracted by U.R.N., followed by non-COE Network facilities. Expand your search to include extended network facilities (e.g. IHP) and then non-network (non-contracted) facilities. Compare facilities by selecting the checkboxes and clicking the "Compare centers" button. The resulting comparison page displays outcomes data for all selected facilities. To obtain driving directions to/from the facility, click on the "pinpoint" on the map displayed on the comparison page.

Who do I Contact with Questions?

If you have questions about how to use the U.R.N. Clarity Tool, definition of terms, or questions regarding content, please contact your Account Manager at (800) 847-2050. If you experience technical or performance related issues, please use the feedback form on the URNClient.com site.

How do I Provide you with Feedback?

Feedback is essential to the development and effectiveness of our tools. There several ways that you can provide feedback.

- You can use the "Submit Feedback to U.R.N." link on the "Contact U.R.N." page to send us feedback.
- You can email your feedback to urn.tech.support@uhc.com

At United Resource Networks, we believe strongly that our Web sites are only as good as the service they provide to the constituents we serve. To that end, we strongly encourage you to provide us with your feedback regarding the URNClient.com Web site. We are continuously working to improve and enhance this Web site to meet your needs.

United Resource Networks

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If you have questions or need assistance with the new site, please contact U.R.N. at:

Phone: (800) 847-2050

Email: URN_Customer_Service@uhc.com

Fax: (262) 313-9808