



# APPLECARE

## MEDICAL GROUP

Part of OptumCare™

July 9, 2020

[LAST NAME; FIRST NAME]

[ADDRESS]

[CITY, STATE, ZIP][

Dear Dr. [Last Name]:

AppleCare Medical Group would like to remind you that your Provider Manual is on-line. The provider Manual contains useful information on how to contact UM as well as all of the Clinical Services policies and procedures. Just log on to your AppleCare On-Line home page and you will find all of the provider manual documents including policies and procedures on your dashboard in the Group Information section. Of course if you prefer, AppleCare Medical Group will still provide you with a hard copy manual. Please notify your network manager if you prefer to have a hard copy manual and receive your updates also on hard copy. On line updates will be done annually in the first quarter of each year. Please contact your Network Manager if you have any questions or concerns. You may also contact the AppleCare UM Department to obtain documents such as criteria at 1-800-460-5051 between 8 AM and 5 PM Monday through Friday. After hours calls will be accepted by our Answering Service and urgent calls will be forwarded to our on-call nurse.

Sincerely,

AppleCare Medical Group