**What is the Gateway2Better Network?**

The UCA Gateway2Better (G2BN) Network is a UCA member benefit for organizations only.

UCA brings together member organizations across the country in a way that will allow a relatively fragmented industry to benefit from national or regional contracting opportunities. UCA will market the network to other organizations seeking delivery locations. UCA recognizes that the scope of services is typically different in an urgent care center (e.g., the availability of x-ray services during all hours of operation) and believes that by aggregating member centers across the country, a national network can be provided to government, self-insured employers and other stakeholders seeking healthcare destinations for employees, members or customers.

**Is there a contract my organization needs to review and execute?**

Yes. The Gateway2Better Network (G2BN) has created a master agreement that outlines each entity’s responsibilities. Once you agree to the terms, you’ll be flagged as a participating member and sent some additional required information to complete (such as hours and services offered) to begin enrollment. Once in the G2BN, you select which contracts (one or all) to participate in. Each new contract that UCA enters into offers a new set of potential patients and payers, therefore, a new addendum will be forwarded to your organization to decide if you will opt-in or opt-out within 10 days. If you do nothing, you will be considered opted in. Should your circumstances change and you need to opt-out of the program, you must offer UCA 90 days notice.

**How will we gain patients through the G2BN?**

UCA has already secured at least one agreement with an organization seeking a national network of urgent care centers. UCA will actively market the network via press releases, presentations and outreach. Once an Agreement between G2B Network and an entity is completed, a G2B Network representative will contact the organization designee via email to notify the organization of the details of a contracting opportunity. This is typically presented in a summary format along with a contract addendum. The summary will include details about the entity seeking care locations, clinical and administrative expectations, payment expectations and billing details.

**Must I maintain a UCA Membership in order to participate in the G2BN?**

Yes. UCA is investing its human and financial resources to bring patients to its members as a benefit of membership. UCA recognizes that we too need to constantly be re-evaluating our value proposition and look to new ways to be an important part of each organization’s success. This is just one way we hope to bring value over time.
When might I expect to see a patient from the G2BN?

G2BN needs to build the network in order to effectively market it. If successful aligning with self-insured employers, access to patients would coincide with their plan years. Plan years are typically quarterly, with the major plan year being a calendar year. It is the G2BN goal to build a network for the October 1, 2019 to September 30, 2020 plan year as a soft launch so we are fully prepared for the January 2020 plan year. We anticipate that there will be other patient opportunities outside of self-insureds that the network will introduce to participants. Those opportunities could begin at any time, unrelated to plan years. For example, some organizations have approached UCA seeking locations to provide care on a national level where claims and payment may be via more traditional payment plans, including Medicare and commercial payers. The full potential of the network may not be known until it is launched and marketed as nationwide access to walk-in, on-demand patient care.

If my operation is a specialty or restricted scope practice, can I participate in G2BN?

Absolutely, but this is why we would ask all participants to complete the profile. We would want to ensure that those seeking network services recognize that, as an example, they would not want to send an injured adult worker to an urgent care limiting its scope to pediatrics.

What else does a participating urgent care organization need to do to maintain its active participation in the network?

G2B Network will need an update if there is ever a change in the primary or secondary contacts within the organization. There may be times when a response to something is needed in less than the ten day opt in or opt out period. It is critical that G2B Network maintains an up to date email and phone number roster.

When I add a new urgent care center, is it automatically in the G2BN if my membership is current?

You will need to notify the G2B Network and UCA that you have an additional site. Just as with any payer agreement, you will need to ensure your locations (additions, relocations, closures) remain updated in the UCA G2B Network database. It would be a significant patient dissatisfier if sent to a non-existent site.

Who do I contact with questions for G2BN?

We are here to help and look forward to growing this nationwide network with you on board!

Please contact UCA’s Corporate Offices:

Phone: 877-698-2262
Email: G2BNetwork@ucaoao.org
ucaoao.org/G2BN

#Gateway2Better