

HEALTH BENEFITS E-NEWS

**Department of Human Resource Management
Office of Health Benefits**

October 6, 2009

Appropriate Questions Asked in Anthem ConditionCare Outreach Calls

Some employees have questioned the legitimacy of *ConditionCare* disease management program calls made by Anthem representatives as part of routine COVA Care plan outreach to state employees. It is definitely appropriate for members to confirm their address and/or date of birth on Anthem's *ConditionCare* calls. This is very important, because Anthem never wants to share medical information with anyone other than the actual person who has been identified with a condition. An exception is that a parent may be asked to provide this information on behalf of a minor. An SSN should not be requested or revealed in the call, and this is understood by the Anthem outreach specialists. For your information, here is an excerpt from the *ConditionCare* outreach script:

"Hello, my name is _____. I'm a Health Outreach Specialist calling with Anthem regarding your health benefits through the Commonwealth of Virginia. . . . Prior to sharing details, I'd like to take a second and verify that I am speaking with the correct person. Would you mind verifying either your mailing address or your date of birth please for me?"

If you have any questions regarding *ConditionCare* outreach calls, please contact the Office of Health Benefits at ohb@dhrm.virginia.gov or 1-888-642-4414.

Dependent Eligibility Audit Response Deadline Later This Week

The deadline for employees and non-Medicare eligible retirees with dependents to respond to the health benefits dependent eligibility audit is this Friday, October 9, 2009. Please remind employees at your agency of the importance of sending in the affidavit indicating whether the dependents listed are eligible or ineligible for coverage. To date, the Dependent Eligibility Verification Audit unit has received more than 32,000 responses and mailed almost 19,000 confirmations. Also as a reminder, if your agency was sent a spreadsheet with incorrect employee addresses, please update address information on the spreadsheet and return to ohb@dhrm.virginia.gov so that replacement packets may be sent to these employees.