

# **HEALTH BENEFITS E-NEWS**

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

**July 30, 2010**

## **COVA Connect Clinical Advocate Program Addresses Hospital Discharge Questions**

The COVA Connect health plan includes services by a clinical advocate to assist members in understanding and using their health benefits. As part of this program, the clinical advocate reaches out after a hospital stay to any plan member with a complex illness, injury and/or disease to address issues or questions regarding their recent hospitalization. Beginning in late 2010, the plan will enhance these services by having the clinical advocate reach out to **all** COVA Connect members after their hospital stay.

Illness or injury can happen, no matter what time of day. Every COVA Connect member has access to the 24/7 Nurse Advice line to speak to a registered nurse or clinical advocate at **757-687-6340** in Hampton Roads or **1-877-817-3037** toll free any hour of the day or night, seven days a week. Members may ask questions about their benefits, services, or any other health-related concerns, including hospital discharge instructions.

## **Eligibility Documentation Clarification**

As you are aware, documentation of eligibility is required for all dependents being enrolled in the health benefits program. As there have been several versions of instructions for providing documentation, please use the most recent Eligibility Definitions chart at [www.dhrm.virginia.gov/hbenefits/eligibilityrules.pdf](http://www.dhrm.virginia.gov/hbenefits/eligibilityrules.pdf) for guidance on what documentation is needed for each dependent type.