

HEALTH BENEFITS E-NEWS EXTRA

Department of Human Resource Management Office of Health Benefits

August 6, 2010

Encourage COVA Connect Plan Members to Take Survey

Optima Health recently distributed a COVA Connect customer satisfaction survey by e-mail to employees, retiree group members and Extended Coverage (COBRA) participants enrolled in the plan. This is a standard type survey that all health plans send to let the state health benefits program know what members think of plan services. Individual survey responses are confidential. The health benefits program will receive a report of overall survey results to determine what improvements, if any, should be considered.

Please encourage employees at your agency who are enrolled in COVA Connect to complete this survey. Attached is a flyer that you may send electronically or print and distribute to employees. As always, thank you for your assistance!

Benefits Administrator Survey Completion Deadline Next Week

The deadline for completing the 2010 Health Benefits Customer Satisfaction Survey recently sent to Benefits Administrators is August 18. Please respond promptly so that we can receive your feedback on OHB customer service, communications and other program services. We value your opinion! Here again is the link to the survey: <http://spreadsheets.google.com/viewform?formkey=dExhMkJLNzQtdngtMldZUGNLVzB1aEE6MQ>.

CommonHealth Smoking Cessation Option Offered Across All State Plans

Kicking the tobacco habit is hard. State employees and retiree group members eligible for health benefits, their spouses and dependents ages 18 and over, are lucky to have free smoking cessation support and nicotine replacement therapy that is only a Web site link or phone call away. It's easy to enroll in the CommonHealth *Quit For Life* program online or by telephone at 1-866-784-8454. For more information on *Quit For Life*, or to enroll in the program, visit www.commonhealth.virginia.gov. Also see the attached flyer.

In addition to *Quit For Life*, each state health plan covers smoking cessation drugs as part of its prescription drug benefit. State prescription drug programs **do not cover** office visits related to smoking cessation, stop smoking aids such as nicotine gum and nicotine patches, over-the-counter therapies, or services provided at stop smoking clinics.

Contact the plans directly for a list of covered smoking cessation drugs and other plan information. Visit www.dhrm.virginia.gov/hbenefits/employeestoc.html.