

# **HEALTH BENEFITS E-NEWS EXTRA**

*Department of Human Resource Management  
Office of Health Benefits*

*August 23, 2010*

## ***COVA Care Explanation of Benefits (EOB) Deductible Display***

Anthem is experiencing a temporary problem concerning the Explanation of Benefits (EOB) for COVA Care members. The EOB may be displaying **incorrect information on the family deductible line**. This problem may impact all members if they had a claim processed by Anthem on or after July 1, 2010.

**Please note that although the family deductible line on the EOB may be wrong, the payment amount made to the provider is correct. We are reviewing the remainder of the EOB for accuracy.** Anthem expects to have all issues fixed by early September. In the meantime, COVA Care members with Employee Plus One or Family coverage can contact Anthem at **1-800-552-2682** to obtain their correct family deductible amount. EOBs for single coverage members display the correct individual deductible; however, there may be dollars incorrectly reported for the family deductible. Please advise these members to disregard the family deductible line on the EOB.

Anthem Customer Service Representatives are prepared to handle calls from members about this situation. Anthem apologizes for any confusion this has caused COVA Care members.

## ***Open Enrollment Report Now Posted on DHRM Web Site***

The Open Enrollment Report on health benefits and flexible reimbursement accounts is now available online at HR Community, Benefits Administration, Resources, on the right Highlights sidebar. The direct link is [www.dhrm.virginia.gov/resources/benefitsadmin/benefitsadmintoc.html](http://www.dhrm.virginia.gov/resources/benefitsadmin/benefitsadmintoc.html). About 15,700 individuals made elections during Open Enrollment this spring. A majority, or 66 percent, went online to the EmployeeDirect portal for their transactions. EmployeeDirect had a customer satisfaction rate of 99.8 percent, a record it has maintained for the past three years.