

HEALTH BENEFITS E-NEWS

*Department of Human Resource Management
Office of Health Benefits*

April 8, 2011

Children's Hospital of the King's Daughters Leaving the Anthem Provider Network

Children's Hospital of the King's Daughters (CHKD), Children's Medical Group (CMG) and Children's Surgical Specialty Group (CSSG) in Hampton Roads have announced that they will leave Anthem's provider networks effective May 31, 2011. Anthem will mail the attached letter beginning April 12 to state employees and non-Medicare eligible retiree members impacted by this decision. The letter includes options for members and a list of other in-network hospitals in Hampton Roads.

COVA Care and COVA HDHP plan members may seek services at another in-network hospital or physician group. Or if specialty services approved at CHKD cannot be provided in-network elsewhere in Hampton Roads, Anthem will process benefits at the in-network level. However, members may be subject to balance billing.

Often network negotiations are resolved prior to a provider leaving the network, and we are hopeful this will be the case with CHKD, CMG and CSSG. We will keep you updated as more information becomes available.

Note: *COVA Connect members will not be impacted by this decision, as the hospital and both physician groups remain in the Optima Health provider network.*

Benefits Administrator and Employee Meetings Begin Next Week

Benefits Administrator and employee meetings on Open Enrollment will be held around Virginia beginning on Monday, April 11. Employees enrolled in COVA Connect who attend the meetings in Hampton Roads on April 11 and 12 will receive a free COVA Connect T-shirt if they complete their Personal Health Profile (PHP) there or already have completed a PHP. In addition, health screenings will be conducted onsite.

A list of all Benefits Administrator and employee meetings may we found on the DHRM website at <http://www.dhrm.virginia.gov/hbenefits/openenroll11/meetingschedule.pdf>. A list of statewide employee meetings may be found at <http://www.dhrm.virginia.gov/hbenefits/openenroll11/OEFlyer.pdf>.

Medicare-Coordinating Plans Member Handbook and Inserts Updated for 2011

The Medicare-Coordinating Plans Member Handbook, which covers benefits for the Advantage 65, Medicare Complementary/Option I and Medicare Supplemental/Option II Plans, along with the inserts for optional Dental/Vision and Prescription Drug Benefits are now available on line at: <http://www.dhrm.virginia.gov/hbenefits/retirees/medicareretiree.html>.

Hard copies can also be ordered using the Materials Order Form. If you have previously submitted a request for these publications, your order will be filled. You do not need to resubmit.

A new handbook and appropriate inserts have been mailed to all enrollees.

Use BES Transaction PSB100 To Update Contact Information

The Office of Health Benefits sends important health benefits communications and materials to state agencies using its Contacts Database. Since it is crucial for OHB to have current contact information, a BES transaction, PSB100, is available for each Agency/Group to view and update their Contacts Database information. In general, PSB100 transactions keyed by the end of the month will be reflected in the database for the following month. **If your contact name(s), mailing or shipping address, telephone number, e-mail address or fax number have changed, please be sure to use this transaction to provide the updated information.**

Required Contacts: Each Agency/Group must have a primary Benefits Administrator contact (**Benefits1**). The **Benefits1** contact receives communications from the OHB Communications Manager, health benefits notices from EmployeeDirect, and is shipped bulk materials such as member handbooks for distribution to employees. The **Benefits1** contact information must include a mailing address, shipping address, phone number, fax number, and e-mail address.

Other Optional Contacts: Three additional contacts are optional in the Contacts Database – those for **Benefits2**, **Payroll1** and **Payroll2**.

- **Benefits2** – This secondary benefits contact receives only e-mails from the OHB Communications Manager in order to stay informed on health benefits news and issues.
- **Payroll1** – This primary payroll contact receives inquiries related to health benefits payroll issues.
- **Payroll2** – This secondary payroll contact also receives inquiries related to health benefits payroll issues.

If others within your agency require information on health benefits, it is your responsibility to forward the applicable communications to them.

Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at ohb@dhrm.virginia.gov.