

HEALTH BENEFITS E-NEWS

*Department of Human Resource Management
Office of Health Benefits*

November 4, 2011

New About Your Benefits Booklet Posted Online

The 2011 version of the *About Your Benefits* booklet is now available to download and print from the DHRM Web site. It has updated benefits and contact information, including the toll free number for the recently-launched TRICARE supplement. It may be found on the Health Benefits, For Employees page under the General Information heading and in the Resource Center at HR Community, Benefits Administration, Resources. The direct link is www.dhrm.virginia.gov/hbenefits/openenroll11/AboutYourBenefits.pdf.

It's Not Too Late for a Flu Shot!

Getting a flu shot is one of the best ways to stay healthy this fall and winter. Continue to encourage your employees enrolled in COVA Care, COVA HDHP and COVA Connect to get a free flu shot at pharmacies participating in the Commonwealth of Virginia's flu shot program. Individual plan lists of participating pharmacies are on the DHRM web site at www.dhrm.virginia.gov. Employees and covered family members should call the drug store ahead of time to confirm that the pharmacy is participating in the program. An appointment may be required.

If you want to schedule a clinic at your agency, be sure that you contact a participating pharmacy. See the flu shot guidelines attached to the E-News issue on September 16.

Anthem's Online Member Portal Has Been Reinvented

Anthem has made many user-friendly changes to its member portal at www.anthem.com. These include easier to find tools and information; tools to compare facility cost and quality; a new Find a Doctor tool with ratings, personalized messages and alerts; and an online interactive demo. One of the best ways for employees to get acquainted with navigating the new and improved site is to take an interactive guided tour. Just click on "Guided Tour" at the login page, or go directly to www.anthem.com/guidedtour/. A flyer and Power Point presentation are attached for your use with employees.

Take the Customer Satisfaction Survey

We want feedback from Benefits Administrators on health benefits customer service, communications, training and Open Enrollment! If you have not already taken the online survey sent last week, please take a few minutes to complete it. The survey will be available through Thursday, November 10. You can access it at this link:

<https://docs.google.com/spreadsheet/viewform?formkey=dHBKeUt1aEN1Nmx2QUc3LVBvMU9icEE6MA>.

Thanks to all who have participated!