

HEALTH BENEFITS E-NEWS

*Department of Human Resource Management
Office of Health Benefits*

May 3, 2012

Shenandoah Emergency Medical Specialists Remain in Anthem Network

Good news! Shenandoah Emergency Medical Specialists, the emergency room (ER) physicians group serving Augusta Medical Center in Fishersville, has reached a five-year agreement with Anthem effective May 1, 2012. There will be no lapse in coverage for Commonwealth of Virginia members receiving services.

Open Enrollment Presentation Posted Online

A Power Point presentation on 2012 Open Enrollment for health benefits and flexible reimbursement accounts is now available for your use on the DHRM Web site under the Open Enrollment link at <http://www.dhrm.virginia.gov/hbenefits/openenroll2012/OpenEnrollment2012.html>. It is entitled "What's Happening for July 1." The video form of the presentation may be found at <http://www.dhrm.virginia.gov/hbenefits/openenroll2012/OpenEnrollmentVideo.html> and on the COVA Knowledge Center at <https://covkc.virginia.gov>. Go to the Lecture Hall once you log on to the site.

More Information on COVA Care and COVA Connect

In response to questions concerning the differences between COVA Care and COVA Connect, we have prepared the attached communication which also will be posted on the DHRM website under the Open Enrollment link. Please let us know if you have questions.

New FRA Customer Service Number

Fringe Benefits, a division of WageWorks, which administers the Commonwealth's Flexible Reimbursement Accounts, is providing a new customer service number to participants beginning July 1. State employees with questions concerning their FRA accounts may call **1-855-428-0446** weekdays from 8:00 am to 8:00 pm. See the attached flyer. More Flexible Benefits information may be accessed at <http://www.dhrm.virginia.gov/genlbenefits/flex/flexiblebenefits.html>.

Reminder: Employees may register on the new WageWorks site after they receive the enrollment kit, which will be after Open Enrollment ends.

Monthly Reimbursement and Incentive Report

A report called "BES-Taxable-Incentives" will be available May 4 in agency HuRman folders. The report will include two separate categories for processing: cash incentive and non-cash incentive. The cash incentive "bucket" is for cash paid directly to the employee, for example the Weight Watchers reimbursement. The non-cash category is for an incentive provided to an employee that is not a direct cash payment, for example a gift card or iPad.

For additional information, see the March 15 issue of the Health Benefits E-News at <http://www.dhrm.virginia.gov/hbenefits/ohbcommunications/eNews/2012/ENews031512.pdf>.

Reminder: Forward Medicare-Related Requests to the Office of Health Benefits

Agencies receiving any requests for employee health plan information from the Centers for Medicare and Medicaid Services (CMS), the Medicare Secondary Payer Recovery Contractor (MSPRC), or any of their contractors should immediately forward them to DHRM's Office of Health Benefits for response. This includes Primary Payment Notices, which provide an opportunity to resolve Medicare Secondary Payer Debts (the result of incorrect coordination of benefits information at Medicare) before they move to a collection status. Correspondence and requests can be faxed to 804-371-0231.