



Open Forum

For Retiree Group Members in the Commonwealth of Virginia's Health Benefits Program

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Look For a New COVA Care Plan ID Number in June!

As announced in your Open Enrollment summary letter, beginning July 1, your COVA Care plan ID number will no longer be your Social Security Number (SSN). You will be assigned a new, system-generated number. Your new ID number will be the same on all of your ID cards, but to ensure access to the BlueCard PPO network, the ID number on your Anthem card will also have a "YTX" prefix.

Assigning a number other than an SSN to health plan ID cards will provide greater security to COVA Care plan members in an environment where identity theft has become a greater threat. Because of this change, you will be mailed all new ID cards in mid to late June for use starting

July 1. Current Kaiser Permanente plan members already have a system-generated number assigned as an ID number, and will not be mailed new cards in 2005.

Carry your plan ID cards with you at all times and present the appropriate card when you receive services. Be sure that your Benefits Administrator has your current address so that your new cards arrive in June at the correct location. If this package arrived at the wrong address, you can correct your address by using EmployeeDirect on the Web at www.dhrm.virginia.gov (click on the EmployeeDirect link). If you do not have access to the Web, contact your Benefits Administrator.

Employee Assistance Program Provides Help for Victims of Identity Theft

Non-Medicare eligible retiree group participants enrolled in COVA Care now have a resource to counter the fast growing crime of identify theft, which already has victimized one out of every five Americans or a member of their family. The COVA Care Employee Assistance Program (EAP), administered by ValueOptions, has a new program to help members resolve fraud-related issues.

If you are a victim of identity theft, call the EAP toll-free number at 1-866-725-0602 or go to the ValueOptions Web site at www.achievesolutions.net/covacare. If you call, you will receive a 30-minute free consultation with a fraud resolution specialist and help with restoring your identity and good credit. You will also learn what preventive steps to take to insure that you are not victimized again.



Resources for Retiree Group Participants

Did you know that there is a set of fact sheets specifically created to assist participants in the State Retiree Health Benefits Program? **Retiree Fact Sheets** cover a range of subject-specific topics of interest to retirees, long-term disability participants and survivors regarding their health benefits. You may review these fact sheets on the Web by visiting the DHRM Web site at www.dhrm.virginia.gov/compandbenefits.html. Just click on "Retirees, LTD Participants and Survivors", and then click on **Retiree Fact Sheets**.

Topics include:

- o Planning for Retirement
- o Eligibility, Enrollment and Plan Choices
- o Who to Contact for Help
- o Making Changes
- o Medicare and the State Retiree Health Benefits Program
- o Optional Retirement Plan and Local Retiree Eligibility
- o Prescription Drugs
- o Appeals Process
- o Survivor Benefits
- o VSDP/LTD Participants and The State Retiree Health Benefits Program

If you do not have access to the Web, you may request copies from your Benefits Administrator. For most retiree group participants, including VRS retirees, survivors and VSDP LTD participants, this will be the Virginia Retirement System. However, if you are a Local Retiree or a retiree or survivor under an Optional Retirement Plan, contact your pre-retirement agency's Benefits Administrator.

Long-Term Care Insurance Available to Some Retirees

State retirees and their spouses are eligible to apply for long-term care insurance coverage with Aetna Life Insurance Company. For those retirees who continued their long-term care coverage under the Virginia Sickness and Disability Program at the time of retirement, this could supplement that coverage. For those who do not have long-term care coverage, it may provide an opportunity to obtain this type of protection. However, coverage is subject to proof of insurability. If you would like more information, contact Aetna Life Insurance Company at 1-877-894-2470.



EMPLOYEEDIRECT

Use EmployeeDirect on the Web to enroll or make changes beginning April 15, 2005! Visit the DHRM Web site at www.dhrm.virginia.gov and click on the EmployeeDirect link!

Manage Your Health Benefits the Easy Way...Use EmployeeDirect!