Egyptian Area Schools Benefit Plan Gazette

Winter 2012

Published by:

In This Issue

 Your Prescription Drug Program-CVS Caremark

MERITAIN[®]

- HSA-HDHP Changes Effective 1/1/13
- LabCard Program Receive your lab results on your smartphone through Gazelle free mobile app
- Primary Doctor Referral Requirements
- Pre-Certification Requirements
- About Egyptian Trust and Your Care Coordinators
- Access Your Benefits through a single site
- 'Tis The Season To Live Healthy

"Nothing is ever lost by courtesy. It is the cheapest of pleasures, costs nothing and conveys much."

Erastus Wiman

Your Prescription Drug Program-CVS Caremark C/



62221

Frequently Asked Questions - 90 Day Prescription Fills at a Retail Pharmacy

Can I fill my 90 day maintenance drug at my local retail pharmacy?

• Yes, as long as your pharmacy is participating in Caremark's 90 day maintenance drug network.

1109 Hartman Lane Suite 202 Shiloh IL

What if my pharmacy is not in Caremark's 90 day maintenance drug network?

- All of the pharmacies used by Egyptian members were contacted prior to September 1 and the majority have joined the Caremark 90 day maintenance drug network.
- If your pharmacy is not in Caremark's 90 day maintenance drug network and would like to consider joining, they can contact Caremark's Network Enrollment line at 480-314-8457.

Caremark Customer Service representatives have told me that I can fill my 90 day maintenance drug at my local CVS pharmacy for the same copay as mail order. Is this correct?

- No, copays for all 90 day maintenance drug supplies filled at retail are the same regardless of the retail pharmacy CVS retail pharmacies are not set up with lower copays for 90 day supplies. Remember, You have the option to fill the first two months of a <u>newly</u> prescribed maintenance medication at any local retail pharmacy for the normal 30 day co-pay. After the first two fills of a maintenance medication each fill afterward will be required to be a 90 day fill at either a <u>participating 90 day retail pharmacy or through Home Delivery</u>.
- Mail order (Home Delivery) copays are lower than 90 day supplies at all retail locations.

Health Savings Account (HSA)Qualified-High Deductible Health Plan (Bronze Plan) Changes Effective January 1, 2013

In accordance with the IRS Requirements, following are the contribution and deductible/out of pocket limits to the HSA Qualified High Deductible Health Plan (Bronze Plan) which become effective January 1, 2013. The Schedule of Benefits for the Bronze Plan can be viewed under "HEALTH PLAN DOCUMENTS" at <u>www.egtrust.org</u>.

	<u>Individual</u>	<u>Family</u>	
Minimum Deductible	\$1,250	\$2,500	
Maximum Out-of-Pocket	\$6,250	\$12,500	
HSA Contribution Limit	\$3,250	\$6,450	
Catch-Up Contribution (55 or older)	* \$1,000		

* If a spouse is also 55 or older, a second HSA must be established and a second contribution of \$1,000 could be made to that account. For additional information about Health Savings Accounts please refer to your Bronze Plan Document or visit <u>www.irs.gov</u>.

Vendor/Consultant Websites/Phone

Health

View your protected claims and eligibility and more at:

www.egtrust.org click on

EGYPTIAN Coordinated Health/Care

CHC Member Services Phone 855-452-9997

Prescription Drugs

View your protected prescription drug claims history and more at:

www.caremark.com

CHC Member Services Phone 855-452-9997

Egyptian Trust

View information about Egyptian Trust, programs offered by the Trust, historical newsletters, and more at:

www.egtrust.org

HealthLink Providers

Find a Tier 1 or Tier 2 Participating Provider, create a Customized Directory, and more at:

> <u>www.egtrust.org</u> or <u>www.healthlink.com</u>

CHC Member Services

Phone 855-452-9997

Delta Dental

View your protected claims and eligibility and more at:

<u>www.deltadentalil.com</u> Member Services Phone 800-323-1743

UniView Vision Plan

To find a participating UniView provider go to:

<u>www.unicare.com</u> Member Services Phone 888-884-8428

Lincoln Financial Group

Member Services Phone 800-423-2765

LabCard Program – Receive your lab results on your smartphone through Gazelle free mobile app

In more than 30 states, using your smartphone and our Gazelle® app, you can receive lab test results directly from Quest Diagnostics—and that's just the beginning of how this versatile smartphone app can help simplify your life. It's easy to use, and it's just as easy to sign up.

• What is Gazelle®?

Gazelle® is a smartphone app developed by Quest Diagnostics to empower you and other health-conscious people. By being able to see, share and store all your health information in your smartphone, you can take control of your health anytime, anywhere. In select states, you can get your Quest Diagnostics lab results directly, using Gazelle. Additionally, Gazelle offers a feature to remind you of medications you need to take.

What other health information can I store with Gazelle®?

In addition to your lab test results, you can:

- Store your various healthcare providers' names and contact information, immunization records and medical records.
- o Make an appointment.
- o Monitor blood pressure and weight.
- Store vital health stats, along with the names and numbers of your prescriptions and their dosages, as well as any allergies to foods or medications. All of this data could be invaluable in a health emergency.

How do I sign up for Gazelle®?

First download the Gazelle® app. Then log in with your Quest Diagnostics username and password. If you don't yet have one, create a password. Select "Request Results" from the "Lab Results" menu and fill in the requested information. The first time you use it, you'll be asked to provide authorization to release your results and confirm your identity.

How will I be notified when my lab test results are available?

You'll receive an email informing you that your results are ready. Just log in to see them.

Support

I've downloaded Gazelle to my mobile device. How do I recover my password if I forget it or lose it?

In the event you want to recover your password, you can by selecting "Forgot Password" on the login screen.

Who do I contact if I need assistance?

Have questions? We are here to help. Call us at 1 (877) 291-7521 or email GazelleSupport@QuestDiagnostics.com.

Referral by Primary Doctor Requirements

Grace Period for Referrals to Specialist: The Health Plan provided a grace period September 1, 2012 – December 31, 2012 so as not to disrupt the continuity of care for the patients. During this period, your Specialist office visits were treated as though you received a referral from your Primary Doctor and the reduced copay applied for Tier 1 and Tier 2 provider services. <u>After December 31, 2012, you will be charged the higher copay if you do not receive a referral to a Specialist from your Primary Doctor. Please obtain a referral from your Primary Doctor each time you visit a Specialist.</u>

Coordinated

Health/Care

EGYPTIAN

AREA SCHOOLS

	Platinum Plan				
Description of Service	Tier 1 Tier 2 HealthLink HealthLin		Tier 3 Non- Network	Tier 4 Non-Network in Metro St. Louis*	
Primary Doctor Office Visit or Retail Clinic Visit (Includes general or family practice, internists, pediatricians and OB/GYN physicians)	\$25 then 100%, no deductible	\$25 then 100%, no deductible	70%	60%	
Specialist Physician Office Visit (With a referral by your Primary Doctor)	\$30 then 100%, no deductible	\$30 then 100%, no deductible	70%	60%	
Specialist Physician Office Visit (Without a referral by your Primary Doctor)	\$40 then 100%, no deductible	\$40 then 100%, no deductible	70%	60%	
	Gold Plan	-	•		
Description of Service	Tier 1 HealthLink	Tier 2 HealthLink	Tier 3 Non- Network	Tier 4 Non-Network in Metro St. Louis*	
Primary Doctor Office Visit or Retail Clinic Visit (Includes general or family practice, internists, pediatricians and OB/GYN physicians)	\$25 then 100%, no deductible	\$25 then 100%, no deductible	65%	55%	
Specialist Physician Office Visit (With a referral by your Primary Doctor)	\$30 then 100%, no deductible	\$30 then 100%, no deductible	65%	55%	
Specialist Physician Office Visit (Without a referral by your Primary Doctor)	\$40 then 100% no deductible	\$40 then 100% no deductible	65%	55%	
	Silver Plan				
Description of Service	Tier 1 HealthLink	Tier 2 HealthLink	Tier 3 Non-Network	Tier 4 Non-Network in Metro St. Louis*	
Primary Doctor Office Visit or Retail Clinic Visit (Includes general or family practice, internists, pediatricians and OB/GYN physicians)	\$25 then 100%, no deductible	\$25 then 100%, no deductible	60%	50%	
Specialist Physician Office Visit (With a referral by your Primary Doctor)	\$30 then 100%, no deductible	\$30 then 100%, no deductible	60%	50%	
Specialist Physician Office Visit (Without a referral by your Primary Doctor)	\$40 then 100%, no deductible	\$40 then 100%, deductible	60%	50%	
	Bronze Plan				
Description of Service	Tier 1 HealthLink	Tier 2 HealthLink	Tier 3 Non-Network	Tier 4 Non-Network in Metro St. Louis*	
Note: All charges are subject to the Calend	ar Year Deductib	le. Copays apply	after the dedu	ctible is met.	
Primary Doctor Office Visit or Retail Clinic Visit (Includes general or family practice, internists, pediatricians and OB/GYN physicians)	\$25 then 80%	\$25 then 75%	60%	50%	
Specialist Physician Office Visit (With a referral by your Primary Doctor)	\$30 then 80%	\$30 then 75%	60%	50%	
Specialist Physician Office Visit (Without a referral by your Primary Doctor)	\$40 then 80%	\$40 then 75%	60%	50%	

Pre-Certification/Utilization Review Program

Coordinated

Health/Care

EGYPTIAN

AREA SCHOOLS

Utilization Review is for the purpose of determining the medical need for an inpatient hospital or facility stay, residential treatment or skilled nursing facility stay, oncology and radiation therapy, MRI/MRA and PET scans, home health care and hospice, dialysis, outpatient surgeries, ancillary services, including services for Autism Spectrum Disorders, durable medical equipment, diagnostic imaging and specialty infusion drugs. Precertification does not guarantee benefits for the service if any limitations or exclusions of the Plan apply to that service.

Pre-Certification of Certain Procedures

To be covered at the highest level of benefit and to ensure complete care coordination, the Plan requires that certain care, services and procedures be pre-certified **before** they are provided. Pre-certification requests are submitted to the Care Coordinators by a specialty Physician, designated Primary Doctor, other Primary Doctor, or other healthcare provider. Provider offices have been provided with materials and education regarding this referral process and your Plan identification card includes instructions. Depending on the request, the Care Coordinators may contact the requesting provider to obtain additional clinical information to support the need for the pre-certification request and to ensure that the care, service and/or procedure meet Plan criteria. If a precertification request does not meet Plan criteria, the Care Coordinators will contact the Covered Member and healthcare provider and assist in redirecting care if appropriate. *You must contact a Care Coordinator at 1-855-452-9997 to pre-certify the following services BEFORE services are received by any Network or Non-Network Provider:*

- Inpatient and Skilled Nursing Facility Admissions
- Outpatient Surgeries
- MRI/MRA and PET scans
- Oncology Care and Services (chemotherapy and radiation therapy)
- Home Health Care
- Hospice Care
- DME all rentals and any purchase over \$500
- Organ, Tissue and Bone Marrow Transplants
- Dialysis
- Occupational, Physical and Speech Therapy
- Residential Treatment Facility Admissions
- Autism Spectrum Disorders
- Specialty Infusion Drugs

PENALTIES FOR NOT OBTAINING PRE-CERTIFICATION:

A non-certification penalty is the amount you must pay if notification of the service is not provided prior to receiving a service. *Failure to obtain pre-certification will result in a 50% reduction in benefits up to a maximum reduction of \$250 per inpatient confinement or per course of treatment or therapy.*

About Egyptian Trust and Your Care Coordinators

The Egyptian Trust makes every effort to keep you informed of the benefits of each of the programs endorsed by the Trust including the Health Plans, Voluntary Dental Plans, Vision Plan, and Life Insurance and Voluntary Life Insurance Plans. All benefits, plan, premium changes, program explanations and other important information are reported in the newsletters that are published quarterly. In addition to communicating this information via the newsletter, the Egyptian Trust website is your best source for documents such as:

- ✓ Plan Documents and Schedule of Benefits for Health, Dental, and Vision Plans
- ✓ Frequently Asked Questions about all Egyptian Programs
- ✓ Enrollment Change Forms
- ✓ Dependent Status Forms
- ✓ Historical Newsletters
- ✓ Medical, Dental, and Prescription Drug Claim Forms
- ✓ Prescription Drug Formulary Lists
- ✓ Life Insurance Claim Forms
- ✓ Life Insurance Brochure and Conversion Charts

The website also contains the links to all of the organizations contracted with the Egyptian Trust who provide your benefit programs.

Please visit us at: www.egtrust.org

In addition, The Care Coordinators are the heart of your *Coordinated Health/Care* program. They are a highly-responsive team of nurses, social workers, patient services representatives, and benefits experts. Using a uniquely human touch, this warm and caring team guides you through healthcare events and the healthcare system. They collaborate with you and your healthcare providers to ensure a smooth healthcare process.

Contact a Care Coordinator at 1-855-452-9997 for the following:

- Answer questions about your medical plan
- Find in-network physicians and providers
- Show you how to save money on out-of-pocket expenses
- Help you lead a healthier life through various resources



At <u>www.egtrust.org</u> you have 24-hour access to a number of tools and resources that can help you manage your health benefits. Follow the simple instructions below to access you and your family's personal claims information. **Reminder:** HIPAA privacy laws prohibit sharing any information for your spouse or dependent child age 18 or older. Separate sign-on is required for your spouse and your dependent age 18 or older.

Your Care Coordinators are also available to assist you. You may reach them at 855-452-9997.



Step One:

Open your web browser and go to <u>www.egtrust.org</u>

Click on the Egyptian Area Schools/Coordinated Health/Care logo at the bottom of your screen.



<u>Step Two:</u>

Click on Health Activity Statement/ View Claims Detail (EOB) on the left panel in the Access Your Benefits area.



0.00

0.00

201.98

0.00

0.00

7.75

11 10

0.00

885.88

58.00

0.00

2339.10

Total

36.10

0.00

1401.61

25.00

0.00

306.00

Step Three:

Select your name to view claim detail.



Allo

98.76

9.42

58.18

77.48

243.84

130.00

22.00

72.00

229.00

453.00

Provide

11/09/2012

11/09/2012

11/09/2012

11/09/2012

11/09/2012

11/09/2012

11/09/2012

11/09/2012

Status

Paid

Paid

Paid

Paid

Total

Step Four:

Click on the Claim Number to view further detail of the specific claim.

You will receive a prompt to open or save your explanation of benefits for this particular service.

0.00

0.00

0.00

0.00

0.00

0.00

0.00

0.00

0.00

0.00

Health Plan Paic

98.76

9.42

58.18

77.48

243.84

0.00

0.00

0.00

0.00

0.00

EGYPTIAN AREA SCHOOLS Coordinated Health/Care		Provider? Click here.	Cal	a Care Coordinator	(855)452-9997	📾 Email a Care Coord
		Welcome I are Password Log Off Home				
Access Your Benefits		Get To Know Your Plan	Health & Wellness			
Health Act						
Below are the details for cla (855)452-9997. <u>View Exp</u>		vnload u want to open or save this file	?			
Go Back to the Member Begin Date Expire D		Name: 29d4e756-4b7b-4b7b Type: Adobe Acrobat Docur	•	sponsibili	ty -Pocket	Health Plan Paid Total
11/09/2012 11/09/20		From: services.meritaine	:orp.com	00	0.00	98.76
11/09/2012 11/09/20				00	0.00	9.42
11/09/2012 11/09/20		Open	Save Cancel	00	0.00	58.18
11/09/2012 11/09/20	12			00	0.00	77.48 243.84
	0	While files from the Internet can be harm your computer. If you do not I save this file. <u>What's the risk?</u>			0.00	21001

Step Five:

Click on <u>View</u> <u>Explanation of</u> <u>Benefits</u> under the Health Activity Details title. Consult A Doctor will take care of your loved ones during flu season.

LIKE HAVING A DOCTOR IN THE FAMILY.

Each flu season, new variations arise, spread and affect people differently based on their bodies' ability to fight infection. Even healthy children and adults can get very sick from the flu and spread it to other people around them. Don't take chances.

If the flu strikes, you and your family have access to U.S. board-certified doctors 24/7 to obtain information, advice and medication, if appropriate* without ever having to step in a doctor's office, an urgent care clinic or the emergency room.

WHEN TO USE

- Primary care physician is not available or accessible
- Need treatment for your medical condition
- After normal business hours, nights, weekends
- For non-emergent medical issues, questions, or concerns
- Traveling and need medical advice
- Request prescription* or refills

5 EASY WAYS TO CONSULT

👖 On Call

- Connect to a doctor in as little as 2 minutes
- Receive medical advice and recommendations

2 Priority

- A doctor will call you back in as little as 30 minutes (guaranteed 1 hour)
- Obtain a diagnosis, treatment plan and prescription, including refills*

3 By Appointment

- Just like a Priority Consultation
- Set a time that fits your schedule, Monday Friday
- Next day appointments available

4 E-Consult

ß

R

ONLINE

R

R

- Consult with a doctor discreetly by secure messaging
- Receive a response within 2-4 hours (24 hours guaranteed)
- Get expert information and advice regarding important medical questions

5 Video Consults

- ♥ "Face-to-face" video consult
- Obtain a diagnosis, treatment plan and prescription, including refills*



For more information

BY PHONE

 Call:
 800-DOC-CONSULT (800-362-2667)

 Click:
 www.ConsultADoctor.com

Call and connection times vary. Consult A Doctor makes no warranty as to the content of any treatment response. You and your physician are solely responsible for all information and communication sent during a consultation. Consult A Doctor is not health insurance, and does not replace your primary care physician. You agree to contact your Primary Care Physician should your condition change or your symptoms worsen. Priority and By Appointment consultations do not guarantee prescriptions as requested. Consult A Doctor is not a prescription fulfillment center. It is not guaranteed that the doctor will issue a script for prescription medication. Consult A Doctor's physicians do not prescribe DEA-controlled medications or lifestyle drugs. If you have an emergency medical condition, please dial 911. All services are HIPAA-compliant.

'Tis The Season To Live Healthy

Chocolate-Chocolate Chip Cookies

Surrender To Guilt-Free Cookies

Ingredients

cup all-purpose flour
 cup sugar, granulated
 tsp baking soda
 cup unsweetened cocoa
 tsp salt

2 large egg whites
1/4 cup butter, softened
1/2 cup brown sugar, packed
1/3 cup semi-sweet miniature chocolate chips

Instructions

Combine flour, baking soda and salt in a large bowl. Set aside. Beat Butter and brown sugar with mixer until light and fluffy. Add granulated sugar, cocoa and egg whites, continue beating. Then add flour mixture. Stir in chocolate chips. Spoon 1 ½ inches apart on a sheet coated with cooking spray. Bake at 350 degrees for 10 minutes.

Yield: 40 cookies Serving size: 1 cookie Weight Watchers'® points value: 1 point

Chocolate and Vanilla Banana Cream Parfaits

These parfaits are a wonderful combination of creamy pudding and banana chunks with a cookie topping. Almost like mini crustless cream pies.

Ingredients

2 cup(s) prepared vanilla pudding, made with skim milk

2 medium banana(s), cut into small chunks

2 cup(s) prepared chocolate pudding with skim milk

1/2 cup(s) aerosol whipped cream

5 1/3 Tbsp graham cracker crumbs

8 tsp unsalted dry roasted peanuts, chopped

Instructions

Place 1/4 cup vanilla pudding in each of 8 small glass bowls or parfait glasses; top each with a layer of banana chunks. Top banana with 1/4 cup chocolate pudding; cover tightly with plastic wrap and refrigerate until cold.

When ready to serve, remove plastic wrap; sprinkle each with 2 teaspoons graham cracker crumbs and 1 teaspoon peanuts. Spray each dessert with 1 tablespoon whipped cream; serve immediately.

Yield: 8 servings Serving size: 1 Parfait Weight Watchers'® points value: 6 points

Best Wishes for Safe and Happy Holidays to you and yours from all of us at Meritain Health !