

State Employee Health Plan Open Enrollment 2010

Health Plan Vendor Services

Blue Cross and Blue Shield of Kansas

Blue Cross and Blue Shield of Kansas (BCBSKS) provides both Plan A and Plan B. BCBSKS features a large national network—more than 85 percent of all doctors and hospitals throughout the U.S. contract with Blue Cross and Blue Shield plans. In its 103-county service area, the Blue Cross card is accepted by 98 percent of physicians and general acute care hospitals and 94 percent of other providers. BCBSKS offers these advantages:

Web Services. Go to <http://www.bcbsks.com> and view a summary of your processed claims. It's convenient, fast and secure! Other valuable online resources include a list of contracting providers, answers to frequently asked questions, Resource Blue health and wellness section and more.

Resource Blue. You're eligible for this free value-added program with discounts available on alternative medicine resources such as massage, acupuncture, nutritional counseling, exercise and movement, mind and body therapies and fitness centers. Additional health and wellness tools are also available, including a personalized health dashboard and disease and conditions centers. Find more information at <http://www.bcbsks.com/resourceblue> (Resource Blue web site).

BlueCard®. When receiving services away from home, you are eligible to receive discounts from providers that participate in the local Blue Plan. You have access to more than 90 percent of all doctors in the U.S., 80 percent of U.S. hospitals, and providers in more than 200 countries and territories worldwide.

Care Management. If you choose to participate, the nurse care manager will assist you with appropriate self-management of diabetes, coronary artery disease, asthma, heart failure and hypertension/ hyperlipidemia. Periodic telephone calls, free educational materials and quarterly health mailings provide information and ongoing support. Care management also includes a walking program, comprehensive smoking cessation resources, and discounts on certain health care items from partners of BCBSKS.

Case Management. By referral, a registered nurse case manager works with you, your family, your primary care provider and other members of the treatment team to develop an ongoing plan of care. Examples of conditions that might benefit include health injuries and strokes, terminal care and premature/ high-risk infants.

Community Initiatives. You can participate in a number of programs designed to help the community including:

- **Healthy Habits for Life.** Promotes health lifestyle choices to schools across the State.
- **Charity Donations Through Online Claims.** For each member choosing to receive his or her claims statements online, BCBSKS donates \$1 to a well-known organization, such as the American Heart Association.
- **What's Cooking with Diabetes.** Helps people self-manage diabetes and encourages healthy lifestyle choices.

Coventry

Coventry provides Plan A, Plan B and Plan C - QHDHP and has more than 8,300 health care providers in its network, including the Saint Luke's Health System. In addition to providing comprehensive health benefit plans, Coventry also offers many wellness extras, at no additional cost:

My Online Services (www.chckansas.com). Use this secure, password-protected online tool 24/7 for personal health plan information. Check claims status, print an extra ID card, communicate with Customer Service and more. Take advantage of unique online tools that help you budget health care spending, compare average costs of common procedures and review hospital performance based on criteria that you select. **My Online Services** is also your gateway to the following Coventry WellBeing Self-Care and Wellness Programs:

- **Members ChoiceSM.** Get discounts on complementary health products and services such as supplements, massage therapy, acupuncture and fitness facilities.
- **QualSightSM.** Get substantial discounts on average national prices of laser vision correction.
- **EyeMed Vision Care.** Get savings on routine eye exams, frames, lenses and contacts when purchased from participating providers.
- **KidsHealth[®].** Explore a rich online resource library for three distinct audiences: parents, kids and teens.
- **Wellness Reminders.** Sign up for email reminders about important preventive care, such as mammograms and immunizations.

My ePHIT[®]. Offered exclusively through Coventry, My ePHIT[®] (Personal Health Improvement Training) is an interactive web-based suite of comprehensive wellness programs designed to help you enhance your health through a multi-faceted approach, including:

- **Health Risk Assessment.** Benchmark your health status and track changes over time.
- **GetPHIT.** Create exercise programs to match your skill level and personal goals. A virtual trainer shows you how to properly execute exercises.
- **EatPHIT.** Create personalized nutrition plans and get custom menus, recipes and shopping lists.
- **LivePHIT.** Get help with life balance issues, including stress management, family communication and community involvement.
- **FamilyPHIT.** Tap into a wealth of information geared for children and teens.
- **Online Personal Coaching.** Get your wellness questions answered by personal trainers, dieticians and psychologists.
- **Rewards.** Earn points by using the My ePHIT[®] programs and redeem for gift cards, iPods and more. By earning points, you could qualify for a monthly prize drawing!

Preferred Health Systems

Preferred Health Systems offers Plan A, Plan B and Plan C - QHDHP. Preferred Health Systems (PHS) provides Kansas residents with outstanding health care options and one of the State's largest network of providers. Most providers accept the PHS identification card allowing members to access their network level of benefits. Preferred Health Systems offers the following advantages:

Member Services. Member Services Representatives are well-trained and dedicated to delivering superior quality services to our plan members. When you call, you are connected directly to a live representative. You are not hassled with endless phone prompts and Member Services even offers extended hours to meet your and your family's needs. You can call Member Services directly at **316-609-2555** or **866-618-1691** (toll free), Monday through Friday, 7:30a.m. to 5:30 p.m., Central time.

Web Resources. If you are enrolled in Plan A, Plan B or Plan C - QHDHP through Preferred Health Systems, you can access a wealth of information including forms, plan details, frequently asked questions and provider searches at <http://www.phsystems.com>. Simply click on the **Members** link and select the **State of Kansas** employer link. You can also email Preferred Health Systems at phs@mail@phsystems.com.

PreferredCONNECT. Log in to the Preferred Health Systems web site (<http://www.phsystems.com>) and register with PreferredCONNECT to view timely, personalized content, including detailed claim status, copayments, annual deductible, annual coinsurance and your Schedule of Benefits. In addition, the site allows you to access secure email communications with Member Services, request ID cards and view and print your Explanation of Benefits (EOBs). You can also locate your primary care provider and other health care providers, learn more about medical conditions and access a variety of health-related web sites.

Online Health and Wellness Resources. In addition to plan information, you can access a number of health and wellness resources at <http://www.phsystems.com> including:

- **Healthy e-Library.** Explore a variety of health and wellness topics. Check your body mass index, find out how many calories you need each day, calculate your due date, the cost of smoking and much more. These tools and health news will help you live a healthier lifestyle.
- **Newsletters.** Subscribe to Health e-Newsletters and Pregnancy e-News for the latest health information. You can review information on aging, arthritis, cancer, heart health, nutrition, pregnancy, children, parenting and much more.
- **Preventive Guidelines.** From childhood and adolescent immunizations to adult health screenings, Preferred Health Systems Preventive Guidelines can help you maintain a healthy lifestyle at any age.
- **And More!**

PreferredREWARDS. A value-added service that offers access to a wide range of complementary services designed to help you live a healthier lifestyle. Discounted services are available with select providers and sponsors for the following types of services: vision, complementary and alternative medicine, healthy living (for example, biking, fitness and smoking cessation resources), medical supplies and orthotics. In addition, free web resources including WebMD Health are available through PreferredREWARDS. You can take advantage of the PreferredREWARDS program by enrolling in a Preferred Health Systems plan. Simply show your ID card at participating vendors to receive discounts.

Care Management. Through our partnership with ActiveHealth, Preferred Health Systems offers free programs designed to help you better manage your health. If you choose to participate, a nurse care manager will assist you with appropriate self-management of diseases. ActiveHealth targets more than 40 different diseases, including weight management, maternity, depression, migraines, asthma, diabetes, arthritis, chronic lower back pain, heart disease/failure, high blood pressure, high cholesterol and cancer.

Note: Wesley Medical Center is NOT participating in Preferred Health Systems network, and your out-of-pocket costs for services could be substantial.

UMR, A UnitedHealthcare Company

UMR provides Plan A, Plan B as well as Plan C - QHDHP. As a UnitedHealthcare company, UMR offers more than 6,400 health care providers and 126 hospitals in its network, and dedicated customer service representatives (CSRs) who serve as your personal health plan consultants. We offer an EZ Claim system which means you don't have to file claim forms. All you need to do is show your ID card to your health care provider, who can then submit itemized bills directly to us.

Dedicated Customer Service. You can reach us in a variety of ways—a dedicated toll-free number, dedicated email support and its online services. Call us at **866-281-2993** between 8 a.m. and 5 p.m. Central time, Monday through Friday. This special number connects you with team members, who not only answer the phone but also pay the claims so they can respond quickly and accurately to your questions and concerns.

You can receive expert health information with a toll-free 24-hour Nurseline. Call a specially-trained registered nurse at **866-494-4502** when you have a health care question or concern. And don't worry, this is completely confidential.

Member-Friendly Web Services. Your member site at **umr.com** features easy navigation, instant snapshots of important information and one-click access to detailed claim data. You can find a provider, check the status of a claim, review your Explanation of Benefits (EOBs), order a new ID card and learn more about choosing a healthier lifestyle.

Healthcare Advisor, Powered by Subimo®. Find answers fast to your questions about treatment choices, what you should know before a surgery, and which hospitals best fit your needs. Connect with a network of experts, manage your health care and prepare for any health care events in your future. Make sense of your medication options and prepare a list of relevant questions for physician visits. You'll find this and more on your **umr.com** plan member site with Healthcare Advisor.

Disease Management. If you have a chronic medical condition, this program can help you manage it. Personal health coaches will work with you to lead a healthier life with diminished symptoms.

Maternity Management. Ensure a healthier pregnancy and baby with UMR's support, useful tips and resources. If you enroll in your first trimester, you also receive an incentive for completing the program.

United Behavioral Health. Licensed and certified professionals provide confidential, specialized help for coping with stress, change and other emotional issues you may face.

Unique Hearing Benefits. UMR will coordinate with EPIC Hearing Health Care so if you need a hearing aid, you receive a discount on any out-of-pocket expenses.

Specialized High Deductible Health Plan. Our high deductible health plan and health savings account (HSA) includes unique features and benefits. Our integrated web portal links you to American Chartered Bank so you can enroll and electronically open an HSA account as well as do online banking, check account balances and history and bill pay with the HSA click-to-pay feature.