10 Quick-Facts for Your 2012 Health Plan

Welcome to Coordinated Health/Care, the newest addition to your Salinas Valley Memorial Healthcare System Health Plan. We help to make your healthcare events as efficient as possible through excelled customer service and thorough behind-the-scenes coordination. How much does this cost? What does this require? Rest assured, neither your benefits nor requirements have changed. All you have to remember is our name (Coordinated Health/Care), number (1-855-452-0003) and website (www.SVMHHealthPlan.com) if you ever have any questions – and we mean any – about your health plan. In case you're still a bit puzzled, here’s some quick-facts to get you started in 2012:

1. Your medical plan benefits are not changing.
2. The only two changes, in addition to adding Coordinated Health/Care, are your Plan Administrator and secondary provider network.
3. Coordinated Health/Care is a team of Care Coordinators providing you with patient advocacy, care management and customer service for your health plan. We can assist you with benefit details, claims questions, bills from providers, Explanations of Benefits and so much more!
4. Your Plan Administrator is moving from Coastal TPA to Delta Health Systems (DHS). They will manage eligibility, process claims and send out Explanation of Benefits (EOB). An EOB explains what medical treatment and/or services were paid for on your behalf – you will be receiving additional information in the mail on “How to Read an EOB”. Due to the change in plan administrator, all 2011 claims (services through 12/31/11) will go through Coastal TPA and all services beginning 1/1/12 should be sent to DHS.
5. Keep using your current ID card for the remainder of 2011, but watch your mailbox for a new ID card for 2012. This will be used for all medical AND pharmacy services, so be sure to destroy your old ID card(s) and start showing your new one(s) to your providers beginning January 1, 2012.
6. Your Pharmacy Benefits Manager is still Medco and your benefits have not changed. So please continue using your pharmacy of choice. Remember to only use your new card after 01/01/12 and to provide a copy of it to your pharmacy.
7. Community Health Plan (CHP) continues to be your primary provider network. This network includes SVHS, Salinas UCC and specific SVMH contracted providers. If you ever have a question about a provider, contact your Care Coordinators.

(continued on reverse)
Quick-Facts Continued

8. If the physician you want to use is not part of the SVMH primary network – CHP, you are ever traveling away from home, or need care outside the local area, SVMH has contracted with Anthem Blue Cross of California’s Prudent Buyer PPO (replacing First Health) as a secondary network of providers. This gives you access to more than 89% of California hospitals, 93% of teaching hospitals nationwide and 80% of physicians nationwide. For access to this directory, contact your Care Coordinators.

9. If you have dependents with other coverage(s), DHS will be proactively mailing a Coordination of Benefits (COB) Questionnaire. Please complete and return this form as soon as possible to avoid any delays in processing claims for your dependents. This form is also available on your new health plan website.

10. Do you still need more information? We put our number and website in big bold print for a reason—we want you to contact us ANY time for ANY reason concerning your healthcare.

1-855-452-0003  www.SVMHHealthPlan.com

Care Coordinators

Your Care Coordinators are the heart of your Coordinated Health/Care program. A resourceful and highly responsive team of nurses, social workers, patient service representatives and benefits experts, they collaborate with you and your healthcare providers to make sense out of the confusing healthcare system. Anything related to your health, benefits and/or medical care goes directly to them.

Turn to them to understand your benefits, find primary network providers, reduce out-of-pocket expenses and answer claims questions.

Your Care Coordinators can be reached at 1-855-452-0003 and are available Monday through Friday, 5:30 a.m. - 7:00 p.m. PST. You can also send a message to your Care Coordinators online, and access other benefit information, by visiting www.SVMHHealthPlan.com.

Salinas Valley Memorial Healthcare System Coordinated Health/Care
ID Card Reduces Confusion

Let’s face it, ID cards can be confusing. Some list five or more phone numbers to call for different reasons. Your new ID card will be arriving soon in the mail! It only has ONE phone number and ONE website which lead directly to your Care Coordinators who will help you with everything. It’s that simple. Be sure to show this new ID card to all your physicians and pharmacy and to destroy your old ID cards. Here are some of the important pieces of information your ID card lists:

• Phone number and website of your Care Coordinators
• Pharmacy information
• ID number and group number
• Provider network
• Claims payer/administrator
• Benefits and eligibility verification

Contact Your Care Coordinators:
www.SVMHHealthPlan.com
1-855-452-0003
(Monday – Friday, 5:30 a.m. - 7:00 p.m. PST)