

# Provider Services State Employee Health Benefits Plan Open Enrollment 2008

## Blue Cross and Blue Shield

Blue Cross and Blue Shield provides both Plan A and Plan B. It 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. Blue Cross and Blue Shield offers these advantages:

**Web Services.** Go to [www.bcbsks.com](http://www.bcbsks.com) and view a summary of your processed claims by clicking on the **SOCP** link in the left-hand navigation bar. It's convenient, fast and secure! Other valuable online resources include a list of contracting providers, answers to frequently asked questions, the 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 also are available to you, such as personalized health dashboard, disease and conditions centers. Find more information at <http://www.bcbsks.com/resourceblue/index.htm> (Resource Blue web site).

**BlueCard®.** When receiving services away from home, you can receive discounts providers have agreed to with 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, congestive heart failure and depression. 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 Blue Cross and Blue Shield.

**Case Management.** By referral, a registered nurse case manager works with you, your family, your medical home health care provider and other members of the treatment team to develop an ongoing plan of care. Examples of conditions that might benefit include head 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 healthy 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 the QHDHP-HSA and has more than 6,580 health care providers in its network. In addition to providing comprehensive health benefit plans, Coventry also offers many wellness services extras at no additional cost. With Coventry, you're eligible to participate in these additional programs:

**My Online Services (<http://www.chkansasacity.com/>).** Access this secure, password-protected online tool 24/7 for personal health plan information. Check claims status, print an extra ID card, evaluate hospital quality based on procedures, contact Customer Service and more. My Online Services is also your gateway to the following Coventry Wellbeing Self-Care and Wellness programs:

- **Health risk assessment.** This web-based assessment will help you discover your current state of wellness and target areas for improvement.
- **Wellness Reminders.** You can arrange to send yourself email reminders about important preventive care, such as mammography screenings and immunizations.
- **Members Choice<sup>SM</sup>.** Get discounts on complementary health products and services such as vitamins, massage therapy, acupuncture, and fitness facilities.
- **Amerisight®.** Check out the laser vision correction program. It's accessible and affordable, and offers substantial discounts off average national prices.

**My ePHIT®.** "PHIT" stands for "Personal Health Improvement Training." Go to the web site above to access My ePHIT®. These services are a web-based suite of comprehensive wellness programs available exclusively through Coventry to help you enhance your health through exercise, nutrition and self-improvement. Components include:

- **GetPHIT.** Create personalized exercise programs to help you meet your goals.
- **EatPHIT.** Generate diet and nutrition planning, including customized meal plans.

- **LivePHIT.** Get help with life balance issues, including stress management, family communication and community involvement.
- **FamilyPHIT.** Access this program for information geared toward children and teens.
- **Online personal coaching.** Receive coaching in exercise and nutrition from the My ePHIT staff.
- **Kids Health.** Go here for a rich online resource for all facets of child health. Specialized learning tools include games and video clips to capture the interests of children and teens.

**Vision One Discount Program.** This service provides savings on routine eye exams, frames, lenses and contacts when purchased from participating providers. Please contact Coventry for additional information. See the “Contact Information” section of your open enrollment booklet.

## Preferred Health Systems

Preferred Health Systems provides both Plan A and Plan B. Comprised of four companies, each offering its own group products and services, Preferred Health Systems provides Kansas residents with outstanding health care options and one of the state’s largest networks of providers. Please note that Wesley Medical Center and Galichia Heart Hospital are NOT members of the Preferred Health Systems network, and your out-of-pocket costs for services at those locations could be substantial. Preferred Health Systems offers the following advantages:

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

**Web resources.** If you are enrolled in a Preferred Health Systems option, you can access a wealth of information including forms, plan details, frequently asked questions and a provider search at <http://www.phsystems.com>. You can also contact Preferred Health Systems at [phsimail@phsystems.com](mailto:phsimail@phsystems.com).

**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.
- **Interactive Personal Health Record—iHealthRecord.** Find out how healthy you are—and what areas you need to improve. iHealthRecord is a free, secure and confidential, interactive personal record of your medical history. Through iHealthRecord, you can create, manage and share (with your Primary Care Medical Home provider) your personal health information.
- **Newsletters.** Subscribe to Health e-Newsletters and Pregnancy e-News for the latest health information.
- **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!**

**PreferredCONNECT.** Log in to the Member’s Preferred Health Systems web site (<http://www.phsystems.com>) to view timely, personalized content, including detailed claim status, co-pay, deductible and co-insurance totals for the year, and your Schedule of Benefits. In addition, the site allows you to access secure e-mail communications with Member Services, request ID Cards and view and print your Explanation of Benefits (EOBs). You can also locate your Primary Care Medical Home, locate health care providers, learn more about medical conditions and access a variety of health-related web sites.

**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, stop smoking 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.** 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 diabetes, heart disease, behavior health/chemical dependency, migraines, pregnancy, transplant and cancer treatment and other health issues.