

Getting 2019 off to a healthy start

On January 1, 2019, Health Advantage will be the third-party administrator for many of the medical health programs and services available to Arkansas State Employees and Public School Employees today. All benefits will remain the same for 2019 and only retirees with Medicare as their primary coverage will receive new member ID cards from the Employees Benefits Division (EBD).

In addition to administering all health plans, the service you've come to expect with Health Advantage will be available through its:

Medical Management Programs



Case management – provided by registered nurses who work with you, your family and your doctors and nurses to assess, plan, facilitate and advocate for options and services to meet your healthcare needs.



Chronic condition management (disease management) – provided by registered nurses to help those with diabetes, COPD, coronary artery disease, asthma and/or congestive heart failure learn more about their illness and how to manage it.



Special Delivery – a maternity program for expectant mothers that provides information on having a health pregnancy and baby; case management for high-risk pregnancies.



Nurse24 – free, 24/7 access to registered nurses by phone or email when you need support and information about managing a chronic condition, a planned medical test or procedure, or even how to make the most of your next doctor visit.

Are you currently working with a case manager? At EBD, we recognize the important relationship you may have established. You will be contacted by a Health Advantage case manager or you can call **1-800-482-8416** (on or after January 1, 2019) to discuss transitioning to a case manager through our new provider. We want to ensure you have everything you need going forward to stay on target with your health management goals.

My Blueprint



If you haven't signed up for MyBlueprint, simply go to healthadvantage-hmo.com and register today, it is the best way to have access to all of your private health plan information including:

- self-management tracking tools
- personal health record
- self-paced health living programs
- tobacco cessation program
- tools to estimate your treatment costs
- health risk assessment for your wellness credit

Retirees with Medicare as their primary coverage may sign up beginning January 1, 2019.

For all of your health and pharmacy services you can find information online at **ARBenefits.com** or call the Employee Benefits Division at **1-877-815-1017** for help.

Employee Assistance Program (EAP)

New Directions will provide confidential counseling. Simply call the helpline at **1-877-300-9103** to receive counseling (in-person, via telephone, text or video messaging) for assistance with services such as:

- getting out of debt
- caring for a loved one
- managing unplanned life circumstances
- reducing stress,
- working through depression or crises

If you currently are working with an EAP representative, simply continue services with your current treatment plan before switching to New Directions.



Health Advantage

An Independent Licensee of the Blue Cross and Blue Shield Association



ARBenefits

For Arkansas State and Public School Plan Members