ARBenefits News Monthly

December 2018

Issue 55

Getting 2019 Off to a Healthy Start

On January 1, 2019, Health Advantage will be the third-party administrator for many of the medical healthcare programs and services available to Arkansas State Employees and Public School Employees today. Members on the Medicare Primary plans will also have Health Advantage as their third party administrator.

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

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.

My Blueprint

If you haven't signed up 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
- 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.

Health Advantage
An Independent Licensee of the Blue Cross and Blue Shield Association

The EBD office will be closed: **Monday, December 24, Tuesday, December 25 and Tuesday, January 1, 2019**
Christmas Eve Christmas Day New Year's Day

Wellness Requirements Set For 2019

The ARBenefits Wellness Program requirements for next year have been finalized.

To earn any incentive put in place by the State and Public School Life and Health Insurance Board for the 2020 plan year, covered employees and any covered spouse must complete the following by **October 31, 2019**.

Biometric Screening:

Members can complete a biometric screening by participating in a Catapult Health worksite checkup or through their own physician.

School districts and state agencies are currently scheduling Catapult worksite clinics for next year.

A map of schedule clinics can also be found in the Health Enhancements section at www.ARBenefits.org. Please note that clinics scheduled at school districts are open to employees of that district only.

Member's who utilize their own physician to complete their screening need to have their physician complete the ARBenefits Primary Care Provider Form. The form is available in the Health Enhancements section at www.ARBenefits.org.

It is the member's responsibility to make sure their completed PCP Form has been submitted by 10/31/19.

Health Assessment:

Members who complete a Catapult checkup will complete the health assessment requirement during that appointment as well.

Members who complete a checkup through their physician must also complete the online health assessment. **New for 2019, the online health assessment will need to be completed through the member's My Blueprint account at healthadvantage-hmo.com, not through the ARBenefits Member Portal.** The online health assessment will be available to complete starting **January 1, 2019.**

Tobacco Cessation:

Members who test positive for nicotine will once again be able to successfully complete the wellness program by participating in a tobacco cessation program.

There will be an online and a telephonic option available through Health Advantage to complete the requirement.

More information on how to enroll and complete the tobacco cessation requirement will be available in January.

Any discount or amount, has not yet been set by the Board.

Bariatric Surgery Pilot Program Reopens March 1, 2019

Effective January 1, 2019, all utilization management services will transition from ActiveHealth Management to Health Advantage. This includes the Bariatric Surgery Pilot Program which will reopen enrollment on **March 1, 2019**.

For members currently enrolled in the Bariatric Program (or Post Bariatric Case Management Program), a transition file will be sent from ActiveHealth to Health Advantage. This will allow a Health Advantage representative to contact you and schedule your January call with your new health coach.

The 40-day contact rule with health coaches will be waived for January only.

Starting March 1, 2019, employees will be able to enroll in bariatric surgery program by contacting EBD at 1-877-815-1017 x1.

The program will be open to covered employees ages 25-65 with a BMI greater than or equal to 35. There is no set limit to the number of spaces available for the program.

More information regarding the Bariatric Surgery Pilot Program will be available at www.ARBenefits.org.

ARBenefits complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Language assistance services, free of charge, are available to you. Call 1-877-815-1017x1.

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-815-1017x1

Medicare Primary Retirees Moving to Health Advantage

Starting January 1, 2019, Health Advantage will be the third-party administrator (TPA) for the Medicare Primary plans in place of QualChoice.

What Changes For Medicare Primary Members?

Benefits through the ARBenefits Plan will remain the same as they have been with QualChoice as the TPA. Claims will now be processed by Health Advantage.

As long as Medicare covers the service, you can go to any provider that accepts Medicare.

If Medicare and ARBenefits both cover the service, Medicare will still pay 80% as the primary insurance payer, and ARBenefits will pay the remaining 20%.

If Medicare does not cover a service that ARBenefits covers for its members, those on the Medicare Primary plans will need to use the Health Advantage (BCBS) network for in-network benefits. In these cases, retirees with Medicare will be covered at the Premium plan level.

Depending on the service, copays, deductible and coinsurance may apply.

Health Advantage uses the Blue Cross Blue Shield network. You can check with your current providers to see if they are in the Health Advantage network.

Members on Medicare Primary Plans Who Are Not Medicare Eligible

Members covered on the Medicare Primary plans who are not yet Medicare eligible will still be covered at the Premium plan level.

These members will need to use the Health Advantage provider network for in-network benefits.

A searchable database of providers in the Health Advantage network can be accessed at healthadvantage-hmo.com.

For assistance, members can contact Health Advantage at 1-800-482-8416. Members can also contact EBD Member Services at 1-877-815-1017 x1.

Starting January 1, members on the Medicare Primary plans will be able to register their online access for their My Blueprint accounts at healthadvantage-hmo.com.

More information on the benefits of using My Blueprint is included on page two of this e-newsletter.

New ARBenefits ID cards have been mailed to members covered on the Medicare Primary plans. Members should receive their cards within 10-15 business days.

The new cards include the Health Advantage logo in the top right corner.

2019 Plan Year Takes Effect January 1, 2019

Beginning on January 1, 2019, coverage for any elections made during the Open Enrollment become effective.

Please keep in mind that deductibles reset for the new plan year on January 1 as well.

ARBenefits ID Cards have been mailed to members who elected plan changes during open enrollment. Members should receive their cards within 10-15 business days.

Members who did not elect any plan changes can continue to use their current ARBenefits cards. Should you need a new set of cards, you can login to your account at www.ARBenefits.org and request a new set be mailed to you. Staring on 1/1/19, you may also print out a temporary set of cards to use if you need a card, and do not have your mailed set.

You can also contact EBD Member Services at 1-877-815-1017 x1, email AskEBD@dfa.arkansas.gov, or go to your agency/district Health Insurance Representative if you need new cards during the year.

A list of coverages for each plan can be found in the Forms and Publications section at www.ARBenefits.org. Please keep in mind that the Plan does follow the coverage policies of Health Advantage.

ARBenefits complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Language assistance services, free of charge, are available to you. Call 1-877-815-1017x1.

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-815-1017x1

ARBenefits | Kannact

KANNACT IS A NO-COST BENEFIT FOR ALL MEMBERS OF THE ASE, PSE, AND RETIREE HEALTH PLANS.

Alert! Active Health Management members:

The AHM program ends on 12/31/2018. Eliminate additional stress over the holidays and enroll with Kannact today! Your new supplies will arrive on your doorstep within 2-3 weeks, and refills continue automatically. You are eligible to transition right now!

Kannact provides a dedicated coach & the easy-to-use tools needed to manage diabetes and related conditions. The coach is available on your schedule, to help you achieve goals that align with your doctor prescribed plan.

Experience improvement in key areas:

- Biometric monitoring
- Lifestyle management - including diet and stress
- Taking medications as prescribed

24/7 tools and support:

- Unlimited testing supplies *(insulin injection supplies for insulin users)*
- Secure portal that logs your readings & progress
- Personalized action plan

> "I was never motivated to pay attention to my diabetes. Once I started using Kannact it was almost too easy. I have no more excuses, and now I even challenge myself to get better readings!"
> **-Casey**

> "My coach helped me remember to take time to care for myself. And with the app, I know exactly when I last tested. No more missed readings for me."
> **-Megan**

Enroll Today at:
www.kannact.com/arbenefits

Question?
support@kannactnow.com
844.279.4153