



COX HEALTHPLANS
CoxHealth

ADMINISTRATOR UPDATE



FALL 2009

VOLUME 1 - ISSUE 7

HELPFUL

INFORMATION:

GROUP CLIENT SERVICE

(417) 269-2825

(800) 664-1244

FAX: (417) 269-4667

MEMBER SERVICE

(417) 269-2900

(800) 205-7665

FAX: (417) 269-2949

ENROLLMENT

FAX: (417) 269-2801

NEW ONLINE CAPABILITIES - ADMINISTRATOR ONLINE ACCESS IS NOW AVAILABLE FOR GROUP ADMINISTRATORS!



Please note: ONE user name/password applies to each employer group. Therefore, your agent/broker may have online access to their group accounts with the permission of each Group Administrator. The Group Administrator would give this permission by providing their Broker of Record with the user name/password they have created. Should their Broker of Record change or should there be turnover of staff in either the broker's office or the Group Administrator's office, the password can be changed in real-time through the web site. Also, if a group has a dual option with both HMO & PPO coverage, each group number would require it's own login registration to access that plan's specific information.

Cox HealthPlans is pleased to announce our newest value-added service: online access for Group Administrators! The broker community and our mutual clients have requested this benefit and we are happy to be able to accommodate the request.

Instructions with easy to follow screen shots are available upon request. Please request by sending an e-mail to: GroupHealth@CoxHealthPlans.com.

HELPFUL

WEB LINKS:

COX HEALTHPLANS:
COXHEALTHPLANS.COM

COX HEALTH:
COXHEALTH.COM

PRIVATE HEALTH CARE SYSTEMS (PHCS):
PHCS.COM

CATALYST RX:
CATALYSTRX.COM

Employers simply go to www.coxhealthplans.com, select the **I Am An Employer** link, then select **Register** from the left login area. This will take them to the Registration/Login page of the portal.

As this is a new venture for Cox HealthPlans, we welcome comments and suggestions regarding the Administrator Online Access.

This new capability provides our Group Administrators with the following services:

- 1) View member roster
 - Search for a specific member or scroll through the roster.
 - View member and dependent information.
- 2) Order ID cards / Print Temporary ID cards
- 3) Change members' personal and mailing information
- 4) Secure messaging to and from Cox HealthPlans
 - Please note that attachments cannot be placed in secure messaging.
 - Administrators will need to login to the site to retrieve responses from Cox HealthPlans.
- 5) View member benefits



DENTAL, LIFE, VISION, DISABILITY

Whether on an Employer % Contribution or strictly voluntary Employee paid basis, Cox HealthPlans and Companion Life have the plans for your employees and their families!

Contact us at: grouphealth@coxhealthplans.com for a no-obligation illustration today!



**PO Box 5750
SPRINGFIELD, MO
65801-5750**



Spotlight on:

MEDICARE SECONDARY PAYER (MSP) REGULATIONS

Recently enacted regulations now require insurance carriers to obtain specific information on employer group plans for submission to Medicare. In order to meet the requirements of the new data collection regulations, Cox HealthPlans now requires a new form called the Medicare Secondary Payer Change form (MSP) at each employer's health care renewal annually.

The Cox HealthPlans Marketing Department will collect information from each employer with 10-25 enrolled employees at the group's annual renewal or at the time of initial group issuance. The information requested will be used to verify whether the employer employed 20 or more employees, full time and part time, for each working day, in each of the 20 or more calendar weeks in the current or preceding calendar year (weeks do not need to be consecutive) according to MSP guidelines.

Cox HealthPlans will submit this information to Medicare on a quarterly basis.

FLU SHOT SEASON - HELPFUL INFORMATION FROM COXHEALTH!

Oxford Healthcare will be administering flu shots to employer groups who wish to purchase their services for the vaccination of employees on site. Contact Stormy Bultas at Oxford Healthcare to schedule your organization's flu shot "clinic": (417)883-7500 x:3351.

Flu shots mass-administered on site are not covered under Cox HealthPlans group policies. In these cases, there is not a legal way to file a claim as there is no true provider setting, such as "office visit". Also, the shots are being administered at a reduced cost without a separate administration fee, whereas administration fees are charged when being submitted through insurance.

Availability will be on a first come, first served basis, and will only be for the traditional seasonal flu vaccine. Formal details for the H1N1 ("swine flu") vaccine have not been released by the Centers for Disease Control yet, however current information indicates this vaccine will be available for administration by local government health departments only and will not be available for providers to administer.



NETWORK UPDATE

Effective 9/5/09, Apria Healthcare will no longer be part of the PHCS provider PPO network. Effective 8/6/09, Apria Healthcare will no longer be part of the Multiplan (Out of Network) provider network.

If a member is currently utilizing Apria Healthcare as part of PHCS or Multiplan they may wish to contact the applicable customer service department to inquire about an alternative provider in their area.

- PHCS Network PPO
(Out of Area members) 866-680-7427
- PHCS Healthy Directions
(In CHP Service Area) - 800-678-7427
- MultiPlan Network
(Out of Network) - 888-342-7427

BENEFIT CHANGES IN 2010

Effective January 1st, 2010 Cox HealthPlans will be expanding the Preventive Benefits offered under the PPO benefit plans and changing Prescription benefits for all current Cox HealthPlans HMO, PPO and Individual Health plans.

- Colonoscopy will be added to the list of routine medical procedures applied to the Preventive Benefit when billed as a routine service under PPO plans. Once a member's annual Preventive Benefit maximum has been reached, approved charges will apply toward the member's deductible & coinsurance.
- Specialty Drugs will now incur a 4th Tier copay Rx of \$100.

Correspondence regarding the specialty medication tier change will be mailed to each contract holder prior to the effective date of January 1, 2010.

Oxford HealthCare
FLU SHOT PRICING:
(Minimum charge = \$100)

1-10 people = \$24/person
11-20 people = \$23/person
21-50 people = \$21/person
51-100 people = \$19/person
101+ = \$16/person

AdministrationUpdateis
publishedsemi-annually
forGroupAdministrators.
Please send comments
or suggestions to:
grouphealth
@coxhealthplans.com.



FREQUENTLY ASKED QUESTIONS - ONLINE ADMINISTRATOR ACCESS



I am having trouble registering for the new administrator's portal?

Please check the following items:

- 1) Federal ID number should not include dashes
- 2) If your group has a PPO please be sure the correct group number is entered (example CI999S)

I have entered my password in correctly and the portal has locked me out?

If the system locks you out due to the password you will need to contact your Cox HealthPlans Account Manager in order to have your account reset.

When using the "Secure Messaging" portion of the portal what do I need to do to ensure that my questions are getting to the right person?

Please be sure to select "Employer – Client Service" to ensure your questions are directed appropriately.

I am having trouble printing from the portal web site.

Because there are various types of printers, we cannot set the page to default to a specific format. Therefore, depending on your individual printer:

1. Click on the Printer icon drop down menu
2. Select Page Setup
3. Change the setting to Portrait or Landscape, whichever is appropriate for your printer
4. Click on the Printer icon drop down menu again and select Print Preview
5. Select the appropriate percentage in the 'Shrink to Fit' drop down that allows every thing to print to one page and still be legible.

If you have any additional questions about your new online access, please contact our Client Services department for assistance at (417) 269-2825!

NEW LOOK & FUNCTIONALITY ON COXHEALTHPLANS.COM

Over the Labor Day weekend, the www.coxhealthplans.com web site went through a transformation!

We are pleased to present you this new access and we value your feedback!

The new web site provides easier navigation as well as more functions than ever before.

Simply select "I am an Employer/ Plan Administrator" from the home page to reach the page created specifically for Employer Administrators. Access your online capabilities through the secure login area, view and print any forms you may need at any time, and stay current on Health Care news, events, online reporting, disease management initiatives, and much more all from the convenience of your office or home internet connection.

