



# Administrator Update

Volume 1-Issue 8

Spring 2010

## 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

## Helpful

### Web Links:

#### *Cox HealthPlans*

[www.coxhealthplans.com](http://www.coxhealthplans.com)

#### *Cox Health System*

[www.coxhealth.com](http://www.coxhealth.com)

#### *Catalyst RX*

[www.catalystrx.com](http://www.catalystrx.com)

## Mailing

### Address:

*Cox HealthPlans*

*P.O. Box 5750*

*Springfield, MO*

*65801-5750*

## Cox HealthPlans Welcomes New V.P. of Marketing!

Cox HealthPlans, announces that Ethan Sheffield has joined their organization in the position of Vice President of Marketing.

Sheffield has a proven track record including over 15 years of health insurance sales and management experience. Ethan is adept at building new business, retaining loyal customers, and fostering strong relationships with business partners.

“Ethan brings a wealth of experience to the position including a health insurance sales background with major carriers and his degree in professional sales” said Jeff Bond, President/C.E.O. of Cox HealthPlans. “We look forward to Ethan’s leadership and support on all of our key initiatives.” Ethan comes to Cox HealthPlans from Mercy HealthPlans where he managed sales operations for the state of Arkansas.



## New HDMS Reporting Tool-Coming Soon!



*Health Data Management Solutions*

Cox HealthPlans is proud to announce that we will be implementing new reporting software in place of the current, Managedcare.com. We feel that this will offer a wide variety of reporting and ensure we are providing ‘top of the line’ service and products to our clients! This reporting tool can still be accessed from the same Group Reports link on the “I Am An Employer” section of the [www.coxhealthplans.com](http://www.coxhealthplans.com) website. A new login and password will be required; currently registered users will receive a login & a temporary password as soon as they are available.

## FAQ's From Member Services:

**What is Cox HealthPlans mailing address?** Cox HealthPlans mailing address is PO Box 5750, Springfield, MO 65801-5750

**If a member has a question regarding a prescription who should they contact?** A member can access prescription information by visiting [www.catalystrx.com](http://www.catalystrx.com) or by contacting Catalyst Customer Service at 1-800-341-8578. Cox HealthPlans also has general prescription information on our website [www.coxhealthplans.com](http://www.coxhealthplans.com).

**What is a COB form and why do members receive them?** COB stands for Coordination of Benefits. It allows CHP to determine if a member has any other coverage and if so then helps to determine which insurance is primary or secondary when processing claims. Cox HealthPlans sends out the forms on an annual basis to ensure that we have the most current insurance information on file for each member.

**If a member has questions regarding medical claims or benefit information who should they contact?** All members should contact Cox HealthPlans Member Services at 417-269-2900 or 1-800-205-7665.

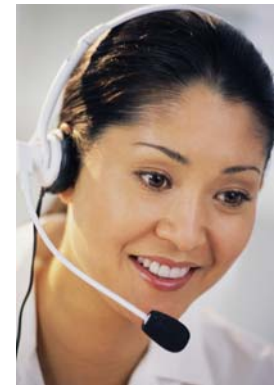
**If a member is over the age of 18 can anyone call and obtain information regarding their insurance?** The only time CHP will release information on any member over the age of 18 to anyone other than the member is if we have received a verbal authorization from the member to release his or her information which is good for 14 days or a written HIPAA release that is good for the length of time indicated on the form signed by the member. The member can call to give the verbal authorization the HIPAA release form or can download the form by accessing our website at [www.coxhealthplans.com](http://www.coxhealthplans.com). Click on I am a member on the left side of the page and click on the form section. The member can then access the Authorization for Release of information form from the list. This form can be faxed to us at 417-269-2949 attention Member Services or mailed to our mailing address.

**If I am a parent of a child who is under the age of 18 but I am not covered under the policy can I obtain information on my child?** You may only receive this information if Cox HealthPlans has either verbal or written authorization from the contract holder of the policy. This applies to all cases even if the parent who is not covered on the plan is still married to the contract holder or if divorced has been granted physical custody of the minor child.

### Reminder:

In addition to contacting our member services department, members can now login to our member portal to access their account information, track claim status, print/order an ID card, etc....

Encourage your members to utilize this informational tool!



## Service Area Update:

Cox HealthPlans has recently added Phelps County to their service area here in Southwest Missouri. With this new addition, we are proud to be serving a total of 26 counties in our local area.

## Announcing: eVisits

Cox HealthPlans is pleased to announce a new online service available to our members. EVisits allow participating physicians to communicate with and provide care to established patients who need help with routine concerns via the internet.

Any patient of a participating physician can use the service for a \$10 copay\*, members may communicate with their physician safely and securely with the responses from their physician within 24 hours.

EVisits is an expansion of CoxHealth's existing [Patient Express service](#), a secure on-line portal that allows patients to schedule appointments, refill prescriptions, get lab results, journal blood glucose levels and more. The eVisits option lets patients essentially e-mail their physician with a question, and the physician will answer back within normal business hours

The program is a convenient option for patients with routine concerns that don't necessarily require face-to-face care.

Physicians say patients who often experience the same condition and symptoms, such as a sinus infection or urinary tract infection, are the best candidates for this service.

During the course of the eVisit, if the physician decides a prescription is necessary, it can be electronically prescribed to the patient's pharmacy. If the physician determines an office call is needed, there is no eVisit charge and the patient can come into the office and pay as they normally would.



During the course of the eVisit, if the physician decides a prescription is necessary, it can be electronically prescribed to the patient's pharmacy. If the physician determines an office call is needed, there is no eVisit charge and the patient can come into the office and pay as they normally would. Three CoxHealth clinics are currently participating in the service: Cox Family Medicine Associates and Steeplechase Family Physicians in Springfield, and CoxHealth Center Willard in Willard.

- *High Deductible Health Plan (HDHP) benefits do not allow office visit copays. Members will be charged \$10 at the time of the eVisit and will be balance billed for the remaining \$20 charge (\$30 total charge for eVisit).*

**NOTE:** eVisits are not a substitute for all office visits and may be used only for issues that do not require an in-person examination. Patient Express registration is required to use eVisits; initial registration is available through the member's physician's office. The Patient Express link may be accessed through:  
[www.coxhealthplans.com](http://www.coxhealthplans.com) / Member / Links.

## Summer Sun & Healthy Skin:



Do not use tanning booths to get a tan. Artificial tanning devices can cause skin damage and increase the risk of skin cancer.



### Protecting your skin

Most skin cancer can be prevented. Use the following tips to protect your skin from the sun. You may decrease your chances of developing skin cancer and help prevent wrinkles.

### Avoid sun exposure

The best way to prevent a sunburn is to avoid sun exposure.

Stay out of the midday sun (from 10 in the morning to 4 in the afternoon), which is the strongest sunlight. Find shade if you need to be outdoors. You can also calculate how much [ultraviolet \(UV\)](#) exposure you are getting by using the shadow rule: A shadow that is longer than you are means UV exposure is low; a shadow that is shorter than you are means the UV exposure is high.

Other ways to protect yourself from the sun include wearing protective clothing, such as:

- Hats with wide 4 in. (10 cm) brims that cover your neck, ears, eyes, and scalp.
- Sunglasses with UV ray protection.

### Preventing sun exposure in children

You should start protecting your child from the sun when he or she is a baby. Because children spend a lot of time outdoors playing, they get most of their lifetime sun exposure in their first 18 years.

- Keep babies younger than 6 months of age out of the sun. If sunscreen is needed, a small amount on the face or the back of the hands is not harmful.
- Teach children the ABCs of how to protect their skin from getting sunburned.

○ **A = Away.** Stay away from the sun in the middle of the day (from 10 in the morning to 4 in the afternoon).

○ **B = Block.** Use a sunscreen with a [sun protection factor \(SPF\)](#) of 30 or higher to protect babies' and children's very sensitive skin.

○ **C = Cover up.** Wear clothing that covers the skin, hats with wide brims, and sunglasses with UV protection. Even children 1 year old should wear sunglasses with UV protection.

○ **S = Speak out.** Teach others to protect their skin from sun damage.

### Sunscreen protection

If you can't avoid being in the sun, use a sunscreen to help protect your skin while you are in the sun.

- Use a sunscreen that has a [sun protection factor \(SPF\)](#) of at least 30 or higher. Sunscreens that say "broad-spectrum" can protect the skin from ultraviolet A and B ([UVA and UVB](#)) rays. Sunscreens come in lotions, gels, creams, and ointments.

- Apply the sunscreen at least 30 minutes before going in the sun.

- Apply sunscreen to all the skin that will be exposed to the sun, including the nose, ears, neck, scalp, and lips. Sunscreen needs to be applied evenly over the skin and in the amount recommended on the label. Most sunscreens are not completely effective because they are not applied correctly. It usually takes about 1 fl oz (30 mL) to cover an adult's body.

- Apply sunscreen every 2 to 3 hours while in the sun and after swimming or sweating a lot. The SPF value decreases if a person sweats heavily or is in water, because water on the skin reduces the amount of protection the sunscreen provides. Sunscreen effectiveness is also affected by the wind, humidity, and altitude.

- Use lip balm or cream that has SPF of 30 or higher to protect your lips from getting sunburned or developing cold sores.

- Use a higher SPF at higher elevations or in tropical climates.

Some sunscreens say they are water-resistant or waterproof and can protect for about 40 minutes in the sun if a person is doing a water activity. Apply sunscreen more often if you are in water. Wet skin can burn easily, so it is important to protect your skin even if you do not feel that you are getting sunburned. Wearing a T-shirt while swimming does not protect your skin unless sunscreen has also been applied to your skin under the T-shirt.