



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:
COXHEALTHPLANS.COM

COX HEALTH:
COXHEALTH.COM

PRIVATE HEALTH CARE
SYSTEMS (PHCS):
PHCS.COM

CATALYST RX:
CATALYSTRX.COM



PO Box 5750
SPRINGFIELD, MO
65801-5750

PHARMACY BENEFIT ENHANCEMENTS EFFECTIVE OCTOBER 1ST

January 1st, 2007, Cox HealthPlans began a partnership with a new Pharmacy Benefit Manager (PBM) Catalyst Rx to provide pharmacy benefits to members. CHP also implemented a pharmacy initiative at the same time to help you, our group employees, manage their health care costs.

Not even a year has passed and dramatic results are already being seen due to these initiatives! And since Cox HealthPlans and Catalyst Rx have a transparent relationship, all savings are passed directly on to our members and employer groups.

Although change is sometimes a difficult undertaking for both administrators and members, Cox HealthPlans welcomed feedback on the changes. And we listened! CHP is pleased to announce enhancements to the prescription program effective October 1, 2007.

- **Cholesterol Lowering Agents** - Generic Zocor (simvastatin) is now covered at \$0 copay
- **Non-Sedating Antihistamines (NSA's)** - Over the Counter (OTC) NSA's (Claritin/D, Alavert/D, loratadine/D) are now available at the Tier 1 copay with physician prescription. [All other generic and brand name NSA's remain covered at Tier 3]
- **Sleep Aids** - Generic sleep aids (zolpidem) are now covered at the Tier 1 copay for a 15 day supply. [All other brand name sleep aids remain covered at Tier 3]
- **Antidepressants** - Generic Celexa (citalopram) is now covered at \$0 copay

CHP would like to thank you, our group administrators, for your feedback and support. We will keep you updated of future progress in pharmacy management and cost saving initiatives in the coming months.

BILLING CHANGE REPORTING

Although Cox HealthPlans requests that invoices are paid as billed each cycle, the first page of your bill provides an area to disclose deductions or additions your organization may be making to a particular billing statement.

Supporting documentation is still required to change enrollment records. For instance, reporting a member termination on page 1 of your invoice will indicate to Finance which member's premiums have been deducted, however will NOT constitute termination reporting as the official Termination Notice is required to change enrollment records.

If your office is unsure which supporting documentation is needed in a particular situation, please contact Client Services for assistance.

RATE CHANGES

Although group rates are set normally for one year each renewal cycle, rates for your employees CAN change during the year. Instances when rates may change include:

- **Age Change:** rates are calculated in age bands of 5 year increments. Employees experiencing a birthday which moves them to a different age bracket will have a change in rates. Adjustments will appear on the next billing cycle after birth date.

- **Family Size Changes:** Addition or termination of dependents during the plan year due to special enrollee qualifying event.

Adjustments will appear on the billing cycle of the effective date of the change.



FULL TIME STUDENT STATUS

Full Time Student Status courtesy letters were mailed the week of August 1, 2007 to member's homes. Full Time Student verification must have been received by August 31, 2007 to retain eligibility September 1 forward. Members whom do not submit the verification by 8/31 will be terminated as they will lose eligibility for group coverage.

Documentation may be mailed to Cox HealthPlans or, for the quickest service, faxed to:

Fax: 417-269-2801
Attn: Enrollment

Due to HIPAA privacy laws, CHP will be unable to contact the school/college to verify student status. All information must be received in writing with supporting documentation from the educational institution.

Client Services is available for questions or assistance at (417) 269-2825.

COMPANION LIFE ANCILLARY COVERAGES NOW AVAILABLE

Cox HealthPlans and Companion Life have joined forces to now offer ancillary benefits to your employees: Dental, Life, Vision, Short Term Disability, and Long Term Disability.

Contact your local agent or CHP Account Manager today to get a competitive illustration for your organization!

WELLNESS PROGRAM NOW OFFERED BY COXHEALTH

Employers have asked and CoxHealth listened! Cox HealthPlans is pleased to present the new Wellness program coming this Fall to employer groups.

4 programs are offered of varying levels of assistance. All programs are provided by trained wellness professionals at CoxHealth to meet the needs of your organization and it's employees.

Contact your local agent or CHP account manager for additional information on the program best suited for your employees' needs.

COXHEALTH EXPO

The 4th annual CoxHealth Wellness Expo, "Winterize your Health" has been scheduled and all Cox HealthPlans members are cordially invited!

Saturday, November 3, 2007

8 a.m. - 2 p.m.

The Meyer Center

3545 S National Avenue

Many CoxHealth Departments will be in attendance to provide information and to answer any questions members may have. Health screenings are also available - many with NO charge including;

- Glucose/Blood Sugar Screening
- Prostate Specific Antigen (PSA)
- Foot Health Exam
- Bone Density Screenings
- BMI, Body Fat, Blood Pressure, Height & Weight
- and many more.

Kids and adults alike will be able to attend an Air Care and EMS Ambulance tour.

Make plans now to attend the Wellness Expo and Winterize YOUR health!

HELPFUL ITEMS TO KEEP IN MIND

Employee Packets - Employee packets are provided to group administrators for delivery to prospective or enrolling employees. This distribution method allows administrators to provide information on benefit plans to employees prior to eligibility for review as well as to help control administration costs.

ID Cards - Identification cards are mailed to employee homes at the time of enrollment or plan/coverage change. Cards are printed twice each week for quick delivery.

PHCS - PPO plans have an extended network providing nationwide coverage for members living outside of the Cox HealthPlans 25 county service area or for members or dependents travelling away from home. Please indicate on enrollment applications if a member lives outside of the CHP service area and should be enrolled in the PHCS network.

BITS & BYTES

Cox HealthPlans now offers online quoting and online application for our individual products.

Individual plans may benefit your organization in the following ways:

- alternative to Continuation of coverage for terminating members
- coverage for classes of employees not currently eligible under your group plan (ex. contract or part-time employees)

A no-obligation illustration is available through the Cox HealthPlans web site at: www.coxhealthplans.com or through your local insurance agent.



Administration Update is published semi-annually for Group Administrators. Please send comments or suggestions to: grouphealth@coxhealthplans.com.