



COX HEALTHPLANS
CoxHealth



ADMINISTRATOR UPDATE

SUMMER 2008

VOLUME 1 - ISSUE 5

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

COX HEALTHPLANS
CoxHealth

PO Box 5750
SPRINGFIELD, MO

65801-5750

PHARMACY ENHANCEMENTS SHOW SUBSTANTIAL SAVINGS FOR EMPLOYERS & MEMBERS

Cox HealthPlans enlisted the services of Catalyst Rx as the new Pharmacy Benefit Manager (PBM) and implemented a pharmacy initiative in January 2007 to help our group and individual members help manage their health care costs.

Since the pharmacy initiative inception, Cox HealthPlans members have significantly increased their generic prescription utilization to 67.4% for the second quarter 2008 - a 10.5% increase over the same time last year. Lower utilization can help lessen your group's overall claims experience which could be beneficial at your

next renewal.

Cox HealthPlans is your partner in helping your company and your members control costs. Educational materials are available to assist your organization in pharmacy education including generic prescription payroll stuffers and specialized drug classification information. If you'd like additional information on the materials available, please contact us at:



grouphealth@coxhealthplans.com

GROUP HEALTH & HB818: NEWBORN ADDITIONS

Due to further clarification from the DOI, we will be changing how we handle newborn coverage. We have filed and received approval on amendment riders that will change our practices to the following:

If someone with employee only coverage (or individual coverage) has a baby, they will now be required to submit an enrollment form within the special enrollment timeframe to have coverage for that child. If they submit an enrollment form within the timeframe, we will retro the coverage back to the date of birth effective October 1, 2008. Currently, the child is automatically enrolled on the plan as of their date of birth. Coverage is only continued if an enrollment form is submitted. With the new policy, we will no longer enroll a newborn on a single coverage member without an enrollment form.

There will be no changes to how we enroll newborns for anyone who has a spouse or other dependents currently covered on the policy.

Beginning with dates of service October 15, 2008, newborns will have their services, including routine nursery charges, apply to their own deductible.

FITNESS MEMBERSHIPS AVAILABLE TO CHP MEMBERS

Did you know that the Meyer Center as well as the other Cox Health Fitness Centers are open to the public? As a Cox HealthPlans employer group, your covered employees and their families are eligible for the Corporate Membership discounts as well.

The Meyer fitness center offers FREE classes as well as paid. Personal training and nutritional counseling are also offered. The center also offers Children's activities such as Kids Activity Hour, Kids Dance, and Swim Lessons.

For additional information, contact 417-269-3282 or visit them on the web at: www.coxhealth.com and search for "Fitness".





COX HEALTH UNVEILS NEW PATIENT EXPRESS ONLINE TOOL FOR PATIENTS

Cox Health participating clinics now offer patients an online option for secure physician communication and appointment setting.

Patients may register for a secure password and login to help manage their health with their Cox Health provider. Once registered, patients may:

- Email their provider
- Appointment Scheduling
- Renew Prescriptions

Many other features are also available to registered members. To see if your provider offers the Patient Express online tool, contact your provider's office today!

VISION BENEFITS AVAILABLE TO FIT YOUR EMPLOYEE'S NEEDS

Companion Life's Vision by Design allows employers to choose the vision benefit that best fits their employees' needs. Flexible benefit designs range from plans that include an exam only to plans that cover exams and eye wear, including frames, lenses and contact lenses.

Various copayments, eye wear allowance, and frequency options may be customized to fit almost any budget. Savings beyond plan coverage, discounts on laser vision correction, and out-of-network benefits are also included.

Contribution levels may be employer-paid, voluntary, or packaged with a Companion Life Dental plan.

There are many Vision Providers whom participate with Companion Life in Southwest Missouri. To view a list of participating providers in your area:

- go to www.EyeMedVisionCare.com
- Select Provider Locator on the left side
- Select Your Network: Access
- Enter your zip code
- click Submit.

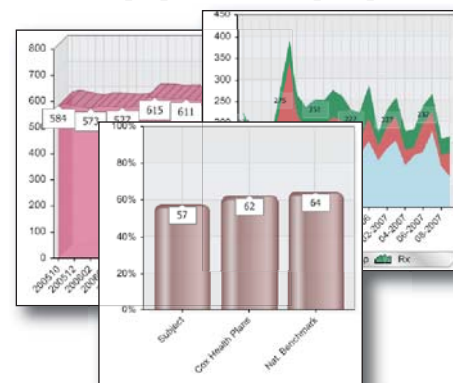
If you would like to receive a quote, please contact your agent or email grouphealth@coxhealthplans.com for additional information.

GROUP ONLINE REPORTING TOOL NOW AVAILABLE

In the Winter 2008 edition of Administrator Update, we unveiled the new online reporting tool now available to our group administrators. We are pleased to announce the reporting will soon be updated to provide even more helpful information.

Soon, administrators will see not only the graphical information on your own membership but will also receive additional action items specific to your group's utilization which may help lower your claim costs as well as your member's out of pocket expenses.

To access your online reporting go to: www.coxhealthplans.com and select *Register Here* from the Group Sponsor/Group Reports link.



CASE & DISEASE MANAGEMENT SERVICES - SERVICES TO ASSIST MEMBERS IN THEIR TIME OF NEED

All Cox HealthPlans clients are offered case/disease management services through your Group Health Plan. The case managers at Cox HealthPlans work with the member, their physicians and the family to assist in managing complex conditions to provide:

- Education to ensure healthy quality of life
- Assure quality of care based on clinical care guidelines
- Coordinate care between physicians, specialists and member

In some cases, additional assistance is provided through a partnership with Hines and Associates Case Management. Some cases that will be reviewed for possible referral to Hines for Case Management: (list not inclusive)

- Transplants (all)
- Premature infants requiring extensive hospitalization
- Inpatient length of stay over 5 days
- Catastrophic illness or injury

These services are provided at no additional cost to the member or your company. If you have questions regarding the service, please contact your Account Manager at grouphealth@coxhealthplans.com.

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