

Municipal health insurance spotlighted in FCHP seminar

Massachusetts passed into law municipal health insurance reforms that give cities and towns new options for making health plan changes, including an expedited collective bargaining process for cost-sharing and an option to transfer employees to the Group Insurance Commission.

“FCHP is well-positioned with individual cities and towns, as well as with our largest corporate customer, the GIC, to continue giving our customers excellent health insurance solutions,” notes Dave Przesiek, FCHP Senior Vice President, Sales and Marketing.

In August, we shared our expertise when the FCHP Municipal Advisory Group presented a well-attended seminar in Westborough, called “Massachusetts Municipal Health Reform: What does this mean for you and your community?”

This was an exciting opportunity for FCHP to connect with municipalities. We shared and learned a lot—and received very positive feedback about this program and our innovative health plan offerings. ■

Inside this issue

- New generics of major brand-name drugs may be on Tier 2
- Anticipated 2012 changes under national reform
- Medicare Advantage election begins earlier
- Step 1: Choose a PCP
- Your checklist for open enrollment success
- And more!

More user-friendly formats in FCHP materials

■ Coverage information standardized

FCHP employers and members are beginning to see a new and more user-friendly format for our *Member Handbook/Evidence of Coverage and Summary of Benefits* booklets. We are in the process of converting these to a letter-sized (full-page) format that is easier to read and store. This approach also allows us to include this information in our newly enhanced member welcome package, which will have all the key benefits, programs and access information members need to know in one publication.

■ ID cards get a makeover

We’d like to remind you that FCHP has totally reformatted its ID cards and will be issuing them to members joining the plan or members whose benefits change upon renewal. (Our previous ID cards will remain in use during the gradual turnover.) We’ve made the cards easier to read by spelling out the benefits, color-coding the cards by network and increasing font sizes. To see a sample of the new cards, go to fchp.org/members/news-announcements/new-ID-cards.aspx. ■

Network news

■ NaviCare expands

FCHP is expanding its NaviCare® HMO SNP service area, currently in Worcester County, to include all of Hampden County and portions of Franklin, Hampshire, Middlesex and Norfolk counties. The expanded service area, effective for January 1, 2012, enrollment, will include cities such as Springfield, Holyoke, Lowell, Framingham, Natick, Milford and Franklin.

NaviCare, our Senior Care Options program for people 65 and older, combines all benefits and services that are covered by Medicare and MassHealth Standard into one program (includes Medicare prescription drug coverage), with an assigned Navigator to coordinate services.

NaviCare is one of several FCHP programs that provide care and support for an older loved one. You’ll find more information at fchp.org/about-fchp/senior-care-services.aspx. Feel free to contact your FCHP account manager at 1-800-333-2535 to learn more about how we can help.

■ FCHP Direct Care welcomes Saint Vincent Medical Group

While Saint Vincent Hospital in Worcester has long participated in the FCHP Direct Care network, we were pleased to also welcome earlier this year the Saint Vincent Medical Group (SVMG) as a participating physician group.

That means that SVMG, a multi-specialty group of more than 20 physicians at 10 locations in Worcester and the surrounding communities, now accepts members with our Direct Care health insurance, as well as Select Care, Preferred Care (PPO), Major Medical and NaviCare® HMO SNP. For more information and a list of physicians, go to the group’s Web site at stvmg.com.

FCHP Direct Care is a limited provider network. This plan provides access to a network that is smaller than FCHP Select Care. In this plan, members have access to network benefits only from the providers in FCHP Direct Care. Please consult the FCHP Direct Care provider directory—a paper copy can be requested by calling our Customer Service Department at 1-800-858-5200—or visit the provider search tool at fchp.org to determine which providers are included in FCHP Direct Care.

(continued)

(continued from page 1)

■ Fallon Clinic has new affiliation, name

Fallon Clinic, a large multi-specialty medical group practice in Central Massachusetts, is now affiliated with Atrius Health, an alliance of medical groups in Eastern Massachusetts, and has changed its name to Reliant Medical Group.

The name change allows the former Fallon Clinic to shed public misperceptions about its identity; it is often mistakenly thought to be part of Fallon Community Health Plan, an insurance company. Reliant Medical Group will continue to accept Fallon Community Health Plan insurance.

■ Update on paying non-contracted providers

We discussed in our last issue how FCHP generally partners with network providers who have agreed to our negotiated rates for their services, which helps us keep quality health care as affordable as possible.

However, when certain providers are not contracted with us, as in the case of certain **emergency room providers**, FCHP pays them the reasonable and customary cost for that service in the community, minus any copayment/coinsurance the member has. Some providers may bill the member for the difference between what they charged and the amount paid by FCHP.

For other non-contracted providers, such as certain **ambulance providers** and specialists in **pathology, anesthesiology** and **radiology**, FCHP now directly reimburses the member the entire billed amount for services, minus any copayment/coinsurance the member has. The member, in turn, will be responsible for directly paying the provider's bill.

If you have questions, please contact your FCHP account manager at 1-800-333-2535. ■

New generics of major brand-name drugs may be on Tier 2

Many popular brand-name prescription drugs in the United States will be going off patent during the next 18 months, allowing lower-cost generic to be made. This will be the case with several higher-cost brands—for example, Lipitor (cholesterol) Lexapro (depression), and Plavix (blood clot prevention).

As always, Fallon Community Health Plan will be carefully monitoring this trend and adjusting our formularies, the lists of drugs we cover for our members.

Our protocol is to place new generic drugs on either Tier 1 (significantly lower cost than brand; the lowest copayment) or on Tier 2 of our formulary, based on clinical and cost considerations. Initially, generic versions of higher-cost brand-name drugs are only 10% to 15% cheaper.

Therefore, we anticipate placing some of the generics that are coming to market on Tier 2. We will continue to monitor the experience with these generics over time and will transition them to Tier 1 if it becomes appropriate.

Their brand-name counterparts will be moved to, or remain on, Tier 3 of our formulary according to our standard practice.

Due to the state's generic substitution law, to remain on a brand-name drug members will need a new prescription from their provider specifying "no substitutions," and will pay the highest copayment.

If you have any questions, please contact your FCHP account manager at 1-800-333-2535. ■

Step 1: Choose a PCP

Your employees' first responsibility upon enrollment in an FCHP HMO plan is to choose a primary care doctor for themselves and family members on their plan.

Establishing a relationship with a doctor while healthy may help to prevent or minimize an illness and ensures that care is well-coordinated if a member ever needs emergency care or a referral to a specialist.

Each of our health insurance plans has a different list of participating physicians. Members should verify a provider's participation in their plan and whether he or she is accepting new patients. Go to fchp.org/FindPhysician.

To select a PCP, members may:

- Complete a provider change form under the My FCHP member portal ([register at fchp.org/members.aspx](http://register.atfchp.org/members.aspx)).
- Call 1-800-868-5200 (TTY users, please call TRS Relay 711), Monday through Friday, from 8 a.m. to 6 p.m.

If an HMO member does not choose a PCP upon enrollment, we will follow up with the member and, if a choice isn't made, will assign a PCP. If a member does not have a PCP on file and he/she visits one, that claim will be denied. Please help us communicate this important step to your FCHP HMO plan members. ■

Anticipated 2012 changes under reform law

FCHP currently anticipates only one plan design change for 2012 related to the Patient Protection and Affordable Care Act (PPACA). That change is implementation of the new guidelines for **coverage of preventive health services for women**.

These guidelines will be effective on first renewal on or after August 1, 2012, and apply to group plans (insured and self-insured) and individual policies. Coverage is with no member cost-sharing. FCHP already covers some services consistent with the mandate, but not all. We are currently analyzing the requirements to determine what changes may be necessary.

FCHP currently anticipates **administrative** changes in 2012 in response to PPACA in at least three areas.

- Certain requirements around the **appeals process** will become effective on first renewal on or after January 1, 2012. Recent guidance has pulled back the scope of a number of requirements. Details about possible changes to the state external review process, in response to new federal requirements, are not yet known.
- Requirements around **uniform coverage documents** are expected to become effective on or before March 23, 2012. Regulations leave many details open. FCHP is now analyzing their impact.
- Federal requirements around **medical loss ratio** become effective for calendar year 2011. This will require filings and the possible implementation of a refund process in 2012. FCHP is working to implement the necessary processes.

We'll continue to monitor PPACA-related activities, and take any required action to ensure compliance. Watch for relevant updates in the coming year. ■

Medicare Advantage election begins earlier

This year, the annual election period for our Fallon Senior Plan HMO individual members is earlier—from **October 15 to December 7** for plan coverage effective January 1, 2012. (It used to be November 15 to December 31 of each year.)

During this time, anyone wishing to make a change in how they get Medicare may do so—including joining or switching Medicare Advantage plans. *Fallon Senior Plan*

HMO members don't have to do anything if they want to stay in their current plan. FCHP now also offers Medicare Supplement (Medigap) insurance plans that further diversify our non-group senior-product portfolio.

Also, if you need information about your Medicare group plan benefits, services, and enrollment requirements or have general questions about Medicare Parts A, B and D, please call Medicare Group Sales Executive Brian Guagnini directly at 1-508-368-9578. ■

Your checklist for open enrollment success

Autumn is here, and many businesses are planning their open enrollment. If you're one of them, remember that FCHP can help you be more efficient and responsive to your employees. *The first step is to give us a call.* We're here to help you in any way we can. Need a presence at health fairs? Member information and plan materials? Wellness programs? Problem-solving help? Just ask—call your FCHP account manager at 1-800-333-2535. We'll be happy to give you personalized service.

Here is a checklist for helping your clients move through open enrollment successfully.

- ☑ **Give employees plenty of notice** with flyers, payroll stuffers or intranet notices.
- ☑ **Simplify enrollment materials.** Prepare comparison charts for benefits and rates. Clearly explain the health plan options (e.g., copayment versus deductible).
- ☑ **Make enrollment meetings mandatory** so that employees have an opportunity to review plan options and ask questions of HR/health plan reps.
- ☑ **Entice employees to attend** with snacks, sought-after giveaways and a health fair lineup.
- ☑ **Make it easy.** Present each employee with a prepackaged folder with his/her name on it that includes a list of current benefits and forms. Keep materials simple and customized to your insurance offering.
- ☑ Provide a **benefits hotline** if possible.
- ☑ **Do a follow-up survey** of employees and representatives to get feedback about what you did well and how you might improve.
- ☑ **Remember, please let us help.** Call your FCHP account manager at 1-800-333-2535. ■

FCHP community support

- FCHP held two signature events in September. Our **Golf and Gather FORE a Goal** fundraiser aided several dozen food pantries and hunger relief programs throughout our service area. Thank you for your support! We also were pleased with the success of the 5th annual **FCHP Canal Diggers 5km Road Race and one-mile fitness walk**—one of the premier fitness events in the region.
- Fallon Senior Plan™ is the presenting sponsor of the **Senior Spectacular 2011** for seniors and caregivers. This year's expo will be held **October 20** at the DCU Center in Worcester and **November 1** at the Basketball Hall of Fame in Springfield. This free and well-attended event includes workshops, health screenings, exhibits and entertainment. Tell your employees about it and visit our booth to learn more about our comprehensive senior care services.
- FCHP is a presenting sponsor of the **2011 New England Business Expo** to be held at the DCU Center in Worcester on **November 3**. It's the 25th anniversary of this event, presented by the Worcester Regional Chamber of Commerce. We also are separately sponsoring the event's Breakfast Club, and FCHP will be among the many area businesses on hand to showcase our products and services. See you there! ■

Is your e-mail up to date?

Do we have your correct e-mail address? This is an important tool we use to keep you informed about your FCHP coverage. Please send your current e-mail address to your FCHP account manager today. Thank you! ■

In our corner

■ David Jachimiak settling in as Chief Information Officer

David M. Jachimiak has joined FCHP as Chief Information Officer, a role in which he is providing strategic leadership for the stability and growth of technology and information systems that support FCHP's business goals and our customers.

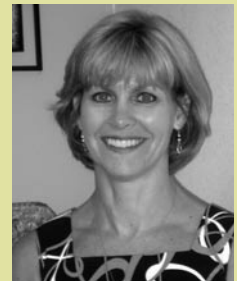


Jachimiak recently announced a reorganization of the health plan's IT Department around Centers of Excellence that will "create the type of world-class IT organization that will support FCHP's success and best serve our customers."

Most recently, Jachimiak was Vice President of Information Systems at LifeNet Health, a leading life sciences organization located in Virginia Beach, Virginia, and previously served in similar positions at First Boston Pharma in Gloucester and Allmerica Financial in Worcester.

■ Taking wellness to the next level

FCHP has welcomed Karen Gagliastre as Manager of Health Promotions. She recently served as Health & Wellness Director at the YMCA of Central Massachusetts, Central Community Branch.



FCHP currently has an active Wellness Works program that brings programs and educational materials to our employer customers. Karen plans to take this outreach to the next level, enhancing FCHP's wellness offerings and building lasting relationships that will support our members as they make major lifestyle changes to manage their own health.

Karen recommends checking out FCHP's health and wellness blog, Well Now, at fchp.org/blog/posts, particularly the July posting on "mini office workouts"! If you have questions or suggestions for our Health Promotions Department, please contact Karen at 1-508-368-9786 or karen.gagliastre@fchp.org. ■



Employer Edge is published quarterly to provide employers with the latest news, trends and marketplace information in health care. Please share this issue with your coworkers.

For information about products or programs, ask for your account manager at **1-800-333-2535**.



Facebook: facebook.com/MoreFCHP



twitter.com/fchp_tips