

## A message from Patrick Hughes President and CEO

### Fighting for real solutions

I was honored in April to be named President and CEO of Fallon Community Health Plan. I believe we are a one-of-a-kind organization that has created unique and diverse solutions for the financing and delivery of health care. I'm proud to now lead FCHP in its ongoing mission to provide outstanding value, quality and service to all of our customers.



As you know, the Massachusetts health insurance market has been in turmoil this spring. The state's Division of Insurance rejected most of the April 1 small business and individual market rate increases proposed by all health plans. We appealed that decision and await the final outcome.

FCHP remains steadfastly committed to the small group market. We understand and share our customers' concerns about the pressures they are experiencing as a result of rising health care costs. To that point, we continue to reinforce the fact that the April 1 rates we filed with the DOI are actuarially sound and were appropriately developed based on the cost of providing care and services to our members. The state's approach, which is essentially capping rates, will have a negative impact on insurers while not addressing what's driving the increases—underlying medical costs, over-utilization of services and the rates charged by hospitals and providers.

*continued on page 2*

introduced to the 25 to 150 market a small-group, self-funded product, and also built a reinsurance procurement department to facilitate risk-taking and product development.

Previously, he served as President of Medical Claims Service (MCS) in Quincy, Mass. There he successfully implemented an organic growth strategy and led the acquisition of two companies that doubled the size of the company and culminated in the sale of MCS to a leading Blue Cross entity in New York State.

Przesiek has an MBA in health care management from Canisius College and an undergraduate degree in management from Saint Bonaventure University. He is a member of the Society of Professional Benefits Administrators, the Self Insurance Institute of America and the New England Employee Benefits Council. He lives in Manchester, Mass. with his wife and three children and is active in various community roles.

As Przesiek oversees FCHP's new Sales unit, he will work closely with Keith Ledoux, Vice President of New Business Sales and Broker Relations, Beth Helenius, Vice President of Retention and Senior Plan Sales, and Phillip Soule, President of UltraBenefits.

UltraBenefits, Inc., provides employers with innovative solutions in managing employee benefit plan costs. Through them, FCHP can offer a broader range of health insurance options to businesses that choose to self-insure. ■

## FCHP names new VP of Sales



Fallon Community Health Plan has named David T. Przesiek to serve as Vice President of Sales under a reorganization

that merged all sales functions into a single department responsible for

new business and retention sales as well as UltraBenefits, our third-party administrator.

Przesiek had recently joined FCHP as Vice President of Self-Funded Administration. He has an accomplished background in benefits administration. Since 2008, he served as president of a reinsurance division of a national administrator in Dallas, Texas. In this role, Przesiek developed and

**"Not everything that is faced can be changed, but nothing can be changed until it is faced."**

— James Baldwin

## FCHP expands networks on South Shore

Fallon Community Health Plan has expanded our relationship with South Shore PHO. All South Shore PHO providers now participate in both the FCHP Direct Care and FCHP Select Care networks. South Shore PHO is accepting Direct Care members for the first time. FCHP also added new South Shore PHO providers to both networks.

The South Shore Physician Hospital Organization, which includes Harbor Medical Associates, represents 30 different medical specialties. In total, the PHO has more than 100 primary care physicians and 600 specialists throughout the region.

Harbor Medical Associates is itself a multispecialty practice providing primary care, family care and specialty services through offices in Braintree, Pembroke, Plymouth, Scituate and South Weymouth.

In the region, Signature Healthcare Brockton Hospital and Signature Healthcare Bridgewater Goddard Park Medical Associates are also part of FCHP Direct Care, as well as the Select Care network. Our Select Care network is throughout Southeastern Mass., including parts of Bristol and Plymouth counties.

We're in the process of adding these new doctors to our online "Find a doctor" tool on fchp.org. For the most up-to-date doctor and network information, members should call FCHP Customer Service at 1-800-868-5200 (TDD/TTY: 1-877-608-7677), Monday through Friday, 8 a.m. to 6 p.m. ■

## Sales Team Leader Profile



Jennifer Lavigne currently oversees FCHP's small business and Western Mass. team.

Jen began her career at FCHP in 1997 in the Member Relations Department, and was soon promoted to Field Service Representative, working closely with 100 key clients. In this role, Jen helped clients navigate the health care system, file appeals and educate employees.

Since joining our Sales department in 2000, Jen has handled a diverse book of business with headquarters throughout the country. She was an account manager within the large group market and was eventually promoted to Manager, Large Group Business, then Manager of Government Business. Jen has expanded upon her skill set and is fully knowledgeable in FCHP products, procedures and rating methodologies.

She has a bachelor's degree in psychology and education from Assumption College.

With her extensive sales and member relations experience, Jen is uniquely suited to work with our brokers, clients and members. We're proud to have her on our team. You may reach her at 1-800-333-2535. ■

We'll continue working with legislators, the Administration and other stakeholders to reach real solutions. We strongly support a number of ideas proposed by the governor and legislators, including placing a moratorium on mandated benefits and limiting the open enrollment period to only twice a year in the merged market. FCHP already is the leader in Massachusetts when it comes to the successful development of a high-performing, lower-cost network (FCHP Direct Care)—a key proposal everyone is talking about.

As I've said many times, FCHP is more a part of the solution than the problem. Through our cost-of-care initiatives, our product and network designs and our aggressive management of administrative expenses, we have consistently demonstrated that we are focused on providing high-quality, cost-effective care for our members.

We regret if the rate review process or any subsequent actions have inconvenienced you in any way. We value your business and thank you for your continued partnership.

A handwritten signature in black ink that reads "W. Patrick Hughes".

W. Patrick Hughes  
President and CEO ■

## FCHP changes prescriptions refill time frame

FCHP members have been able to refill any prescriptions once they used two-thirds (66%) of the medication. As of July 1, 2010, we will require that members use three-fourths, or 75%, of the medication before they can fill the prescription. This is a minor change that reflects the common practice of other health plans. The change equals a refill delay of only 2 to 7 days, depending on the length of the prescription. ■

## Federal mental health parity rules effective July 1

Interim regulations for the federal Mental Health Parity and Addiction Equity Act of 2008 generally apply to **any group insurance plan with 50 or more members**, regardless of financial arrangement, at anniversary dates beginning on or after July 1, 2010. All FCHP plans are in compliance.

Broadly, the regulations provide that any health insurance plan that offers mental health or substance abuse benefits must provide them at a comparable level to the medical/surgical benefits provided by the plan. Financial requirements (e.g., copayments, deductibles) and treatment limitations (e.g., visit limits) for mental health/substance abuse must be equal to the predominant (i.e., the most common or frequent) requirements or limitations applied to substantially all medical/surgical benefits. ■

## National health care reform news

### ■ Small business tax credit available

The national health reform law includes a small business health care tax credit towards the cost of providing health insurance. Effective immediately, the credit can cover up to 35% of the premiums a small business pays to cover its workers. Firms can claim the credit for 2010 through 2013 and for any two years after that.

According to the White House Fact Sheet, qualifying firms must have less than the equivalent of 25 full-time workers (e.g., a firm with fewer than 50 half-time workers would be eligible), pay average annual wages below \$50,000, and cover at least 50% of the cost of health care coverage for their workers. The size of the credit depends on a business' average wages and the number of employees.

## Benefit spotlight: Deductibles

When do deductibles apply—or not? As a general rule, preventive services are not subject to a deductible, whereas treatment and diagnostic services usually are. (See the examples below.) Once the deductible amount is met, members still are responsible for their copayments and/or coinsurance for certain services.

### Deductible carryover

For a member currently with an FCHP plan or switching from a competitive plan, FCHP can “carry over” any deductible amount paid during the last three months of the prior year. That amount will count toward the next year’s deductible, whether or not a former plan was through FCHP.

### Subject to deductible\*:

- Ambulance transport
- Cardiac rehabilitation
- Chemotherapy
- Diagnostic procedures
- Dialysis
- Early intervention
- Emergency room visits
- Home health care
- Most inpatient hospital services
- Physical and occupational therapy
- Speech therapy
- Same-day surgery
- Skilled nursing care

### Not subject to deductible\*:

- Consultations with specialists
- Exams for illness or injury
- Outpatient behavioral health
- Pediatric preventive dental care
- Prenatal and postpartum care
- Preventive screenings, including:
  - Cholesterol screenings
  - Hepatitis C screenings
  - Immunizations
  - Lead testing
  - Mammograms and Pap tests
  - Routine urinalysis
  - Routine eye exam ■

\* These lists are not all-inclusive.

For more information, go online to [whitehouse.gov/healthreform/small-business/tax-credit](http://whitehouse.gov/healthreform/small-business/tax-credit).

### ■ Dependent coverage extended prior to federal mandate

National health care reform extends coverage to dependents up to age 26, effective September 23, 2010. Similar, but more limited, coverage exists under Massachusetts law for dependents who meet eligibility guidelines as students or under IRS rules.

FCHP has decided on an earlier implementation of the federal mandate. *We have extended dependent care coverage for insured accounts as of June 1, 2010.* This move will ensure that covered dependents have uninterrupted coverage on their parents' family plan. (Self-insured accounts have the

option of waiting until September 23 to comply with the federal law.)

This early June 1 extension applies only to individuals who currently have coverage and would lose it prior to the September 23 effective date. Dependents who meet the federal criteria but currently are not covered may apply for coverage during their plan's open enrollment following September 23. If you have questions, please contact your account manager at 1-800-333-2535. ■

## Enrollment Operations welcomes new manager



Jeff Willett recently joined Fallon Community Health Plan as Senior Manager of Enrollment Operations, a key role on our dynamic Enrollment and Billing Operations team, working with Lynn Curran, whom we introduced in the last issue of *Employer Edge*. He will lead the team in providing critical support for our employers, brokers and members as well as internal departments who support them.

Jeff gained extensive health care experience at Tufts Health Plan during the past decade. He served in various, and increasingly responsible, positions in Customer Service, Enrollment/Premium Billing, Medicare Risk Adjustment Reconciliation, and most recently in the Corporate Strategy Department.

Earlier in his career, Jeff worked at Putnam Investments, initially providing customer service to individual investors and eventually to Putnam's Golden Scale Council brokers with over \$5 million in investments. He has a bachelor's degree in business administration from Gordon College.

We believe Jeff's experience in, and dedication to, customer service will be a real asset to this evolving department and our commitment to excellent service. ■

### Billing and Enrollment access

Now our customers have easier access to FCHP's Enrollment and Billing departments by using this toll-free number: **1-800-333-2535**. Callers have the option of reaching a specific representative by dialing his/her extension. The other choice is to reach any expert representative who can provide assistance by dialing ext. 69322, and then choosing option 1 for Billing or option 2 for Enrollment. We hope this change will further improve our service to our brokers and employers. ■

### Beware of health care fraud

Reducing fraud and abuse are essential to maintain strong and affordable health care. This is our annual reminder that Fallon Community Health Plan is committed to detecting, investigating and resolving instances of error, fraud and abuse and periodically performs routine eligibility audits.

## In our corner Making our communities healthy

### Fitness activities reimbursed

FCHP's It Fits! program reimburses members for a large variety of fitness activities—up to \$400 for families and up to \$200 for individuals. For our members who plan to hike or run in a road race this summer, It Fits! reimburses for hiking club and race entry fees. And, that's just the beginning! If their kids are on a Little League team, going to a sports camp or taking karate lessons, we'll reimburse that, too. Details are available on [fchp.org/Members/Wellness/ItFits.htm](http://fchp.org/Members/Wellness/ItFits.htm). ■

*Program eligibility and benefits may vary by employer, plan and product.*

### Discounts and more with FCHP's Family Fun program

Remind your employees who are FCHP members to take advantage of our Family Fun program. We've partnered with fun and engaging family spots throughout the region to offer discounted admissions and other savings. There is no cost to FCHP or to our members.

To obtain discount coupons, members can visit [fchp.org](http://fchp.org) and click on the "FCHP Family Fun 2010" link, or call 1-800-868-5200 and ask us to mail the coupons. For updates, members can log onto Facebook and become a fan of "FCHP Fun Discounts—Fallon Community Health Plan." Watch for a chance to win free passes to some of our partner locations. ■

Cases of fraud might include using someone else's coverage or insurance card, filing claims for services or medications not received, a provider billing for services not actually performed, or a provider misrepresenting procedures performed to obtain payment for non-covered services. If at any time you suspect fraud or abuse, we encourage you to contact our Compliance Hotline at 1-888-203-5295. ■



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

