



Agent 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

Cox Health System

www.coxhealth.com

Catalyst RX

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 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 or by contacting Catalyst Customer Service at 1-800-341-8578. Cox HealthPlans also has general prescription information on our website 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.

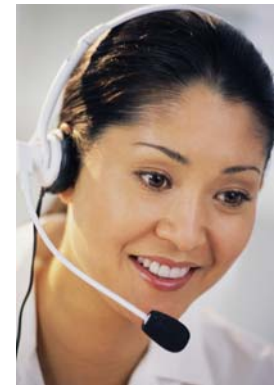
If a member is over the age of 18 can anyone call and obtain information regarding their insurance? The only time CHP will release information on any member over the age of 18 to anyone other than the member is if we have received a verbal authorization from the member to release his or her information 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. 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 / Member / Links.

Benefit Changes-Effective May 1, 2010

Cox DirectCare Plan...

Now offers a Smoking Cessation Benefit
Effective May 1, 2010

Cox HealthPlans will now cover limited prescription medication for smoking cessation.

Bupropion 150 mg tabs- (Tier 1)

A one time prescription (approval for up to 6 months) per lifetime. Refills must be 6 consecutive months, Generic only, and Zyban is not a covered prescription. No step therapy or prior authorization is required.

Chantix 0.5 mg or 1 mg tabs- (Tier 2)

A one time prescription (maximum of 3 - one month supply) per lifetime. Refills are not required to be consecutive. No step therapy or prior authorization is required.

(The Smoking Cessation benefit is only being used in conjunction with the Cox DirectCare Plan)

If you would like more information on the Cox DirectCare Plan, visit www.COXHEALTHPLANS.com



“Success is the sum of small efforts, repeated day in & day out.”

Robert Collier

Tips For Faster Individual Application Turn Time:

- 1) Effective Dates are on the 1st day of every month & applications MUST be received on or before the last day of the previous month.
- 2) Select the plan, deductible, coinsurance, and office visit copay
- 3) Mark the Maternity Waiver Rider to remove maternity benefits
- 4) Mark the box for Kids First Plans. Submit signatures of parents/legal guardian.
- 5) Provide Social Security Numbers, DOB's, Height/Weight, Tobacco Use for all applicants
- 6) Provide Phone Numbers for all applicants
- 7) Provide information regarding other coverage
- 8) Complete ALL medical questions, list all medications, & include doctor/hospital information
- 9) Signature of all applicants 18 & above. Signature of spouse of parent (s) is required on application if authorization is being given to call regarding application, claims, etc...
- 10) Agent signature is required.

