

BeneFacts

Special Edition
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2001 Benefits-Reminder of Changes

There are important changes in the health benefits programs for 2001. This insert contains important reminders that will assist plan members in better accessing the programs. Please save this newsletter as a reference guide to these changes.



Self-Funded PPO Medical Plan

Medical claims incurred in year 2000 must be filed with the City's Benefits office as in the past. It is important that this be followed, or the processing of your claims will be delayed. UnitedHealthcare (UHC) will have no record of these claims, so inquiries should still be addressed to the Benefits office at 214-651-0500 or 1-800-880-2489.

UHC is the new claims administrator for plan year 2001.

Claims incurred on or after January 1, 2001, must be filed with UHC.

Use your new UHC identification card when seeking healthcare services in 2001. The new ID cards will be mailed to the home address in your file and should be received during the first week in January. If your address is not current in your payroll file, it is recommended that you correct it as quickly as possible.

Call UHC Customer Service at **1-800-337-2442** for claims status or other questions relating to 2001 claims or coverage. For hearing impaired person, a TDD service is available at 1-800-855-2880. These

services are available after January 1, 2001.

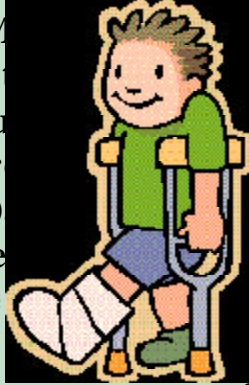
UHC will provide the PPO network for 2001.

PPO providers may be located by consulting the printed PPO directory, however, more up to date information may be found on the UHC internet site (www.uhc.com) or by calling UHC's Customer Service.

If you use PPO providers, they will file their charges for you. This will expedite the processing of your PPO claims.

CIGNA Healthcare HMO

For questions regarding HMO coverage, change your Primary Care Physician (PCP) to access the CIGNA Nurse line, or for other needs, please call CIGNA Member Services at 1-800-832-3211.



New ID cards will be issued to all HMO members and will be mailed out around the first of January. If you have not received a card by mid-January, it is recommended you call CIGNA Member Services and let them know.

United Behavioral Health (UBH)

UBH will replace the City's internal CARE Services program in providing the City's Employee Assistance Program (EAP).

All benefits eligible employees are covered by the EAP program, which is paid for by the City.

If counseling services are needed or if there are questions about the program, UBH can be reached at 1-800-222-3757 (TDD 1-866-278-4431) any time day or night.

Your or your family member may receive up to three (3) counseling sessions per event (e.g., marriage concerns: 3; depression: 3, etc.) under the program at no cost. Additional network

services involving health care issues, if needed, are covered for members of the Self-Funded PPO Medical plan. If inpatient care is necessary, the hospital stay must be precertified via the toll-free number, which is printed on the PPO Medical plan card issued by UHC.

CIGNA HMO members may take advantage of the three free UBH counseling sessions. However, if additional health care services are needed or if inpatient care is necessary, these services must be arranged through CIGNA.

6. This program is completely confidential, so employees should feel comfortable to use it as needed.



Employee Health Services (EHS)

EHS will continue to provide the prescription drug program for the Self-Funded PPO Medical plan.

The benefit is unchanged for 2001:

- * Deductible is \$75 per person per year.

- * Copay per prescription is:

Retail Pharmacy:
Generic or Brand:
20% of drug charge

Mail Order:
Generic \$5
Brand \$15

If you have questions regarding the prescription program, please call EHS Customer Service at 1-888-645-9303.