

Quickest Way to Get Member Issues Resolved

Many health plans have special UBR hotlines set-up to help Retiree Chairs and UBRs with specific member issues. If a member issue arises, UBRs and Retiree Chairs should contact the health plan hotline directly for clarification on the issue.

Please contact Retiree Health Care Connect (RHCC) directly to get member information changed or updated. **Trust representatives cannot change records**—these requests need to be forwarded to RHCC for completion.

Trust representatives are available for UBRs and Retiree Chairs to report patterns or trends in issues and insufficient or untimely responses by RHCC. When contacting Trust representatives directly, be prepared to discuss the experience and outcome of RHCC and health plan hotline discussions.

These hotlines will not be effective resources if they are given out to members, so please keep these for UBR reference and use only.

- **Retiree Health Care Connect:** 866-617-2216
- **Blue Cross Blue Shield:** 800-348-6559
- **Express Scripts:** 800-346-1325
- **MA PPO Plans**
 Aetna: 614-933-8057
 BCBS MA: 855-232-7648
 Humana MA: 502-580-6359
 UHC: 920-661-4488

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Mail Order Rx for Express Scripts Medicare Members

Effective January 1, 2014, there are important changes that affect mail-order home delivery services for Express Scripts Medicare members. New guidance from the Centers for Medicare and Medicaid Services (CMS) requires that members provide consent on new and renewed prescriptions sent from a doctor directly to Express Scripts. Please note: If a member sends in the prescription, consent is not needed. In order for Express Scripts to deliver any new prescriptions ordered by the member's doctor, the member must approve the new prescription. After member consent is provided, the prescriptions will be delivered to the member automatically, until the prescription expires.

There are two ways to provide consent and request medication:



- Contact Express Scripts Medicare Customer Service at 866-662-0274, at the prompt, press 1. Customer Service is available 24 hours a day, 7 days a week. TTY users should call 800-716-3231
- Log on to www.Express-Scripts.com and select the prescription(s) to receive through home delivery. Members who have not been to the website before will need to register. They should have their prescription drug member ID card handy for the registration process.

If a prescription has not been submitted to Express Scripts by the member directly, it will be held in the Express Scripts system until consent is provided on the first fill. For any new prescriptions requiring member consent, Express Scripts will contact the member through automated phone messages and/or by mail to obtain approval. Once consent is received, the prescription will be processed and mailed. Members do not have to provide consent for each refill.

Retiree Meeting Reminders

Last year, the Trust presented at more than 450 retiree meetings that reached nearly 67,000 members—the largest undertaking since the Trust's launch. Already this year, the Trust has requests to present at more than 240 meetings. As you can expect, fulfilling all of the requests received takes significant time and staff resources.

To make this process as smooth as possible, we ask that if you would like the Trust or any carrier representatives to attend your monthly retiree meeting, be sure to submit the retiree meeting request form directly to the Trust. The form is available by clicking [here](#) and can be faxed to 313-324-5950 or emailed to coallen@rhac.com.

We have been working with Blue Cross Blue Shield and the carrier representatives to provide information and educate members on a variety of important topics. Below are several health education topics that can be presented at an upcoming retiree meeting:

- “NEW” — Find a Provider—Online Tools
- Advanced Directives
- Chronic Condition Management
- Flu, Shingles and Pneumonia Vaccinations
- Obtaining Care in the Right Setting (Doctor's Office, Urgent Care or ER)

Please indicate the requested topic on your retiree meeting request form.

Launch of BP Screening Program Successful

In September 2013, the Trust launched a blood pressure screening program through Summit Health. Through this program, registered nurses administer blood pressure screening tests at retiree meetings, health fairs or other events. You can request these screenings once a year, free of charge at any of your retiree meetings or events. Anyone at retiree events can have their blood pressure screened, including spouses and caregivers.

More than 30 locals/councils have already signed up for blood pressure screenings in the first five months and nearly 900 retirees have been screened. Most who were screened had elevated blood pressure—some of whom were unaware of their condition. All members received their results in a personalized health pamphlet, and were encouraged to share

their results with their physician. Retiree Chairs whose locals have participated in screening events have reported great satisfaction with the program. Some of the comments included on feedback forms after events include:

- “Excellent opportunity for our retired members. Thank you.”
- “[The nurses had] great attitudes and worked well with our retirees.”

If you haven’t already, we encourage you to sign up for an event today. Scheduling a screening event is easy. Summit Health has a dedicated person to assist in arranging a date and time convenient for Retiree Chairs and their meetings. Retiree Chairs may use the “[Annual Blood Pressure Screening Scheduling Instructions](#)” to simplify the scheduling process.

Participation can be maximized by promoting the blood pressure

screening event in newsletters, bulletins, or at prior meetings. Retiree Chairs may download a [flyer template](#) to help advertise the event.

To schedule a blood pressure screening event, please contact Brittney at Summit Health at 877-929-3631 at least four (4) weeks before your desired meeting date.

Hypertension, or high blood pressure, is one of the most important contributors to heart disease and stroke – which together make up the world’s number one cause of premature death and disability. Detecting high blood pressure, often called the “silent killer,” is the first step in preventing and controlling it because there are no noticeable symptoms. Studies show that regular blood pressure screenings can help prevent this common condition from worsening.



Almost 90% of retirees screened had elevated blood pressure — and many were unaware of their condition

Call 877-929-3631 to schedule a Blood Pressure screening event today!

Important Reminders for Retiree Members

Share these important reminders with your members at your monthly retiree meetings.



Express Scripts Prescription ID Card

Beginning January 1, 2014, Express Scripts Medicare Prescription ID cards will be changing. The new cards will have the same look as previous cards, but will be made of plastic (like their current medical ID card) instead of the previous paper cards. New members aging into Medicare and current members who request a new card will receive the updated cards. The paper cards will still be valid.

Additionally, Express Scripts will now send the ID cards in a separate mailing from the Express Scripts Medicare Welcome Kit.

Formulary Changes for Non-Medicare Express Scripts Members

Express Scripts has a national panel of physicians and pharmacists continually review and compare prescription drugs to ensure the current drug list includes proven medications to treat every condition. In doing so recently, some medications are no longer included because other safe and effective alternatives are available.

Express Scripts has two phases of formulary changes planned for non-Medicare members in February and April 2014. Impacted members will receive notification of the change and a list of alternative drugs covered under the plan. If members do not

switch to a drug covered under the plan, they will pay the full price of the medication.

Sign Up for Pension Deductions

Remind members that if they do not currently have their monthly contribution deducted from their pension or bank account, we encourage them to contact RHCC at 866-637-7555 to authorize this form of payment. Automatic deductions will help avoid disruption in their Trust coverage.

Targeted Member Mailings

This year, the Trust is expanding its outreach efforts to members regarding their health. This month, we mailed a letter to more than 60,000 members identified with Chronic Obstructive Pulmonary Disease (COPD). This communication encouraged the member to see their primary care physician and take preventive measures to avoid illness, such as getting the pneumonia and flu vaccination, medication adherence and encouraging those that smoke to quit.

We are planning additional mailings on a variety of topics, including obtaining care in the right setting, utilizing office visit coverage, as well as gaps in coverage such as members who have not received colorectal screenings or mammograms.