



Serving Employees and Retirees of School Districts in Smithtown, South Country, Three Village

Summer Bulletin July 2015

Need help with your health care benefits or a billing issue?

As an SSEHP member, you have nurses and customer care professionals ready to help answer your questions. United Healthcare is there to help you find information and resources — plain and simple.

Get help quickly with a call or email:

Not sure where to go for care? Registered nurses are available 24/7. They can give you information that may help you make an informed decision about your care.

Need help resolving a billing or claim issue? UHC helps you get to the bottom of it.

Concerned about what a diagnosis or treatment plan means for you? You'll get time, attention and tips. They may be able to help you understand your condition better — and help you prepare follow-up questions to ask your doctor.

Want to get the most value out of your medical plan? UHC walks you through your coverage — and answers any questions.

They are available from 8 a.m. to 8 p.m. local time (Monday through Friday), or you can call 24/7 to speak with a nurse. Just call the member phone number on your health plan ID card — or email Advocate4Me@uhc.com. For your privacy, please do not include private info

in your first email. They will respond to your question using a secure email system.

Where should I go for care?

You may need care quickly, but it is not an emergency, and your primary physician may not be available. Urgent Care centers offer treatment for non-life threatening injuries or illnesses and are staffed by qualified physicians.

What type of care do urgent care facilities provide?

Examples include but are limited to:

- Sprains
- Strains
- Minor broken bones(e.g.: finger)
- Minor infections
- Minor burns

Keep in mind that walk in patients are welcome!

Introducing Rally, brought to you by United Healthcare

What Is Rally? Rally is a user-friendly digital experience on myuhc.com® that will engage you in a new way by using technology, gaming and social media to help you understand, learn and support you on your health journey.

With the online Rally Health Survey, personalized Missions, rewards and connections to wearables like Fitbit®, Jawbone® and more, we make it easier for you

to get motivated to be healthier. When you sign up for Rally, the first thing you'll learn is your Rally Health Age, which tells you how your body is feeling right now. Then you can start exploring all the great digital tools that may help you make healthier choices based on your life, schedule and needs.

How Rally Works:

Take the Survey:

First, Rally gets to know you through an innovative health survey, which is fast - and even fun - to take. The Rally tool then uses your responses to figure out your Rally Health Age and come up with a personalized action plan for you. As part of the experience, you will choose an Avatar to join in online communities or other activities. Your user name should be fun and memorable but NOT your real name.

Discover Your Rally Health Age:

Your Rally Health Age is a measure of how your body feels in contrast with your real age. Once you know your Rally Health Age, you can start choosing simple activities - called Missions – that you can fit into your life and daily schedule right away.

Pick Your Missions:

Choose missions to start with, like getting enough sleep at night or cooking at home. Or turn up the heat and push yourself further. Either way you'll find the support you need. Soon you'll be having fun and feeling great!

Earn Your Rewards:

Rally makes it easy to check in and track your progress as you work on your Missions. Along the way you'll earn coins, which you can use to enter sweepstakes for great prizes. Best of all, the more you take part in Rally, the more chances you'll have to win!

Join today and take the first small step to big results. Start your Rally experience by visiting myuhc.com and clicking on the Health & Wellness tab located in the upper right-hand corner. Please note, the first time you visit the site, you will need to create a user name and

password. For iPhones4 and newer, you may download the Rally app through the App store by searching Rally Health, coming soon to Android.

United Healthcare sends special messages to help you improve your health and remember the importance of preventive care.

The messages are called HealtheNotes (pronounced "healthy notes"), and are designed to provide you with personalized care opportunities and information.

One of the best things about HealtheNotes is you don't have to do a thing to receive one. UHC will send them to you automatically if they have a message or recommendation they think would benefit you. For example, if you have diabetes and evidence-based medicine guidelines suggest lab tests twice a year, they may send you a HealtheNote message via e-mail. United Healthcare has sent HealtheNote reminders for some time now via the U.S. mail. Beginning in late July, they will begin sending HealtheNote reminder via e-mail. If you have not registered for myuhc.com please be sure to register so that United Healthcare has your e-mail address on file and you may benefit from HealtheNote reminders that support the health of you and your covered family members.

Question about your monthly bill for health benefits?

If you are billed directly by United Benefit Services for continuation of benefits (COBRA), surviving spouse benefits or retiree benefits and have a billing question you may call United Benefit Services directly at **(866) 747-0048**.

NEW PHAMACY PLAN REQUIREMENT EFFECTIVE OCTOBER 1, 2015

Effective 10/1/15, all specialty medications will need to go through BriovaRx Specialty pharmacy.

Managing a chronic condition or serious illness is challenging, and often requires complex medication and careful coordination of therapies. If your condition requires special medications, Catamaran believes the right specialty pharmacy can be an important member of your care team. BriovaRx® takes a hands-on approach to managing your condition and your treatment.

With the supportive service offered through BriovaRx, an experienced Patient Care Coordinator will call you each month to coordinate your next medication delivery with you. You will also have access to experienced pharmacists and nurses who can provide information about why your medication was prescribed, how it works and how to administer and store it. They are also available to help you manage any side effects or just to answer any questions or concerns you may have.

24/7 support –

Their specialty trained staff is available for around-the-clock support. You'll always have access to a clinician 24 hours a day, 7 days a week, to answer your questions regarding your Specialty medication therapy.

Fill your prescription

Call 1-855-4BRIOVA (1-855-427-4682) to enroll right away. Our Patient Care Coordinators will guide you through the process. They will be expecting your call and are ready to help.

BriovaRx Specialty Pharmacy – Hep C program

BriovaRx has a new Innovative approach to hepatitis C treatment for Catamaran and BriovaRx clients/members:

- Program decreases the overall treatment costs for the client when the targeted clinical outcome is not achieved
- Patients are monitored during entire treatment regimen by participating in BriovaRx's Hepatitis C Patient Management Program, to help support full adherence
- Program includes any patients receiving Harvoni treatment as initial therapy for Genotype 1 Hepatitis C Virus infection.

Fill your prescription

Call 1-855-4BRIOVA (1-855-427-4682) to enroll right away. Our Patient Care Coordinators will guide you through the process. They will be expecting your call and are ready to help.

Compound Utilization

In light of these recent safety concerns, escalating costs, and significant questions surrounding the true clinical value of today's growing number of compounded prescription medications, Catamaran has developed SECURE™ (Safe & Effective Compound Use Reassurance Effort) to assist its clients in better monitoring and managing the safe and cost-effective use of compounded medications. Components of SECURE include:

Utilization management strategies:

- Exclusion of Coverage for Compound Kits: These are pre-package ingredients to prepare a compound that are significantly more expensive compared to making the compound from scratch.

- **Exclusion of Select Bulk Chemicals:** Many bulk chemical products are not FDA-approved. Therefore, the exclusion of coverage of select bulk chemicals which may not be FDA- approved, have numerous FDA-approved formulations on the market, may have less costly alternatives available, the efficacy or safety when compounded is questionable, and/or the value is in conflict with benefit limits (e.g., cosmetic use; alternative OTC options available).

Rigorous Prior Authorization Criteria for Select Products:

- There are prior authorization edits for a select list of compound ingredients regardless of the submitted cost of the products. There are multiple FDA approved products and bulk ingredients that have little to no evidence-based literature support for the use in compounds. The Catamaran Drug-Specific Prior Authorization targets diclofenac, flurbiprofen, fluticasone, gabapentin, ketamine, ketoprofen, levocetirizine, and mometasone.

Benefit design options:

Given the escalating costs of compound medications, there is a \$300 limit on a compound before it is rejected for PA currently for this plan.

Compounds exceeding the \$300 threshold would be subject to prior authorization.

NEW MEDICAL PLAN REQUIREMENTS EFFECTIVE JANUARY 1, 2016 FOR THOSE SEEKING OBESITY SURGERY, INFERTILITY TREATMENT AND TRANSPLANT SERVICES:

As a covered member under the SSEHP plan you and your covered family members currently have access to UHC programs that provide education and specialized care support

involving complex conditions such as infertility, transplant services and obesity surgery for those qualify. As of January 1, 2016 enrollment in these programs will become mandatory in order to be eligible for plan benefits. Also as of January 1, 2016 use of Centers of Excellence (COE) will be mandatory for all three conditions (infertility, transplant and obesity surgery). Services obtained for these procedures at any facility other than a COE will not be covered. Centers of Excellence are specialized networks of facilities at the nation’s leading clinical institutions. Each facility is evaluated including the following criteria:

- a track record of successful clinical outcomes, comprehensive services
- superior physician credentials and experience
- exceptional facility operations and staffing, and;
- industry accreditation and affiliations.

The plan currently provides a travel and lodging benefit for you or a covered family member and one companion providing that you seek treatment at a cancer or transplant COE. As of January 1, 2016 a travel and lodging benefit will also be available for individuals who qualify for obesity surgery and use a bariatric COE. For more information about UHC COE’s and eligibility for the travel and lodging benefit please contact UHC at the toll free number that is displayed on the back of your medical identification card.

ANNUAL STATEMENT OF THE SUFFOLK SCHOOL EMPLOYEES HEALTH PLAN FOR THE FISCAL YEAR ENDED DECEMBER 31, 2014.

Included in this Bulletin is a condensed summary of the annual financial report that has been filed with the NYS Insurance Department. Please refer to the enclosed document for the details regarding the Suffolk School Employees Health Plan.

