



**COMMONWEALTH OF VIRGINIA
DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**

Group Administrator Memo #02-08

To: Group Benefits Administrators
From: Charles S. Reed, Associate Director
State and Local Health Benefits Programs
Date: November 26, 2002
Re: Change in criteria for Emergency Services and other administrative issues

Emergency Services Criteria Expanded

Effective July 1, the criteria for emergency services were expanded for the statewide Trigon plans. The new criteria include the prudent layperson's assessment of the medical situation as to whether it constitutes an emergency.

Emergency services are now described as care in response to the sudden onset of a medical condition that manifests itself by symptoms of sufficient severity. This includes severe pain that, without immediate medical attention could reasonably be expected, by a prudent lay person who possesses an average knowledge of health and medicine, to result in:

- Serious jeopardy to the mental or physical health of the individual;
- Danger of serious impairment of the individual's body functions;
- Serious dysfunction of any of the individual's bodily organs; or
- In the case of a pregnant woman, serious jeopardy to the health of the fetus.

Magellan Transfers Customer Service Operation

Customer service operations for Magellan Behavioral Health transferred to Magellan's regional office in Columbia, Md. effective October 1. Magellan's mailing address for claims is:

Commonwealth of Virginia
Magellan Behavioral Health
P.O. Box 13000
Tallahassee, FL 32317-3000

The toll-free number (1-800-775-5138) remains the same.

This change should be transparent to health plan members. We will keep you informed of any changes as the transition is completed.

Employee Smoking Cessation Program Continues

Breaking Free From Tobacco, through the CommonHealth wellness program, began on July 1. The new smoking cessation program is available to all employees and adult family members eligible to participate in The Local Choice.

A health coordinator will provide personal support by telephone to smokers who sign up for the program, working with them on individual needs and goals. Planning and other materials will be provided, as well as a choice of nicotine patches or gum to help participants quit smoking. Interested employees may call 1-800-394-6380.

Information is also available on CommonHealth's Web site at www.chp-online.com/tlc.