

# THE LOCAL CHOICE E-NEWS

## Department of State and Local Health Benefits Programs

July 25, 2016

### 2016-17 Factsheets Available to Groups

Thank you for participating in The Local Choice (TLC) Health Benefits Program for the upcoming Plan Year.

Your 2016-17 Factsheet is posted in your group's HuRMan folder and confirms information you supplied on your Employer Data Sheet. The Factsheet is two pages, and groups with subdivisions have a Factsheet for each subdivision. It is very important that you review Factsheet information carefully and report any discrepancy immediately.

Policies, plan information, communications, forms, and more are found on the TLC website. We suggest you save it as one of your favorite sites and visit often for the latest TLC Communications, including TLC E-News and Sequential Memos. You will also find the Administrative Process Questions and Answers very helpful.

If you need more assistance than you can find on the TLC website, the following TLC resources are available:

Information and Forms: [www.TheLocalChoice.virginia.gov](http://www.TheLocalChoice.virginia.gov)

Eligibility and Enrollment questions:

Email: [tlc@dhrm.virginia.gov](mailto:tlc@dhrm.virginia.gov)

Fax: 804-786-1708

Phone: 888-642-4414 or 804-225-3642 in Richmond

Group and Direct Billing questions:

Anthem: 800-552-2682 x 43380 (all plans except Kaiser HMO)

Address: P O Box 27401, Richmond, VA 23279

Kaiser HMO: 800-777-7902 (only Kaiser HMO)

ID Cards and Claims or Covered Services questions:

Anthem: 800-552-2682 (all plans except Kaiser HMO – also issues ID Cards)

Delta Dental: 888-335-8296 (all plans except Kaiser HMO)

Kaiser HMO: 800-777-7902 (only Kaiser HMO)

Again, we thank you for selecting TLC for your health benefits and look forward to serving you.

Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at [tlc@dhrm.virginia.gov](mailto:tlc@dhrm.virginia.gov)