

THE LOCAL CHOICE E-NEWS

Department of Human Resource Management State and Local Health Benefits Programs

November 22, 2011

2011 TLC Key Advantage Member Handbooks Available

The Key Advantage Member Handbooks have been updated for 2011. Because there is still much uncertainty about health care reform and its impact on the handbook, we will not print the handbooks at this time. An electronic version of the handbook is available online at www.thelocalchoice.virginia.gov/planinfo/handbooks/keyadvmemberhandbook.pdf and at www.anthem.com/tlc. Please print copies for your employees who do not have web access and let others know where they can print a copy of the new handbook.

Once the federal government clarifies the health care reform legislation, we will update the handbooks to reflect these changes, and print a supply for distribution.

2011 TLC Medicare Coordinating Plan Handbooks Mailed

The 2011 TLC Medicare Coordinating Plan Handbook has been updated and mailed directly to participating Medicare coordinating plan members. This handbook can also be found online at www.thelocalchoice.virginia.gov/planinfo/handbooks/TLCMedicareHandook092011.pdf and at www.anthem.com/tlc.

Is an Emergency Room Visit Always the Best Choice?

Sometimes a medical situation is so critical that there's no question a trip to the emergency room is the right course of action. Other situations are not so clear. And in those cases, education can be the best medicine. When urgent care is more appropriate, members can save \$100 or more by using urgent care centers and not the ER.

Anthem has created a series of tools to help members make the best choice about where to receive care based on their situation. Visit www.anthem.com/eralt/va/ or type "Anthem urgent care Virginia" into Google to find alternative care sources including urgent care centers, walk-in doctor offices, and retail health clinics.

There's another important resource for members who are still unsure about the best setting for care for a particular situation. A call to 24/7 NurseLine at 800-337-4770, any time, day or night, can help.

The ER is the most expensive setting for care. In a true emergency, the cost is secondary to the need. But all too often, the ER is used in place of a more appropriate setting such as an urgent care center or even a doctor's office. At a time when health care costs continue to rise and hospitals are advertising emergency room availability with short wait times, it's more important than ever to reinforce the wisdom of seeking the right care at the right place.