

2013 TLC RoadShow



March 12, 2013
through
March 27, 2013

Agenda

- Welcome
- TLC RFP – New Contracts
- Legislative Rundown
- Affordable Care Act (ACA)
- Benefits Eligibility System
- Kaiser (For Northern Virginia Only)
- Anthem
- CommonHealth
- Housekeeping
- Questions
- Adjourn

COVA - TLC RFP Results

- Year Long Process
- Medical, Dental, MISA and Rx all Bid Individually and as Bundle
- Bundle Proved Superior - Awarded to Anthem
 - Anthem Subcontracting as Needed
 - Performance Guarantees Remain
 - Should Result in Better Overall Customer Service

Legislation Update

- SB 1089 - CILs and AAAs - Signed by House and Senate
- HB 1356 - Teachers to state plan - Left in House Appropriations
- SB 1367 Teachers and Local Gov to state plan - PBI Senate Finance
- SB 1275 - Nationwide Health Information Network - PBI Senate Education and Health
- HB 1422 – Biosimilars – Signed by House and Senate

Affordable Care Act (ACA)

- TLC Can't Give Formal Advice - Not Attorneys, Accountants or Paid Advisors
- Each Group Responsible for Non-compliance Penalties
- Anthem to Discuss Later
 - SBCs
 - Women's Health
 - W-2
 - Fees

Affordable Care Act (ACA)

- 30 Hour Full Time
 - No TLC Changes Required (20 Hr allowed)
 - 50+ Employees
 - Anniversary after 1/1/2014
 - Changes Definition of FTE
 - Average hours, previous year
 - Special Rules for Schools
 - Penalty if Employee Goes to Exchange
 - Reporting Requirements

Affordable Care Act (ACA)

- Notice about Availability of Exchanges
 - Delayed until Late Summer or Early Fall
- We Will Comply with ACA Benefit Mandates
 - Reviewing Tobacco Cessation as Preventative
 - Reviewing Essential Benefits
- ACA Information Available
 - <http://www.dol.gov/ebsa/faqs/faq-aca.html>
 - www.Anthem.com – click Health Care Reform
 - <http://healthreform.kff.org/timeline.aspx>

Benefits Eligibility System (BES)

7-1-2013

- Proven, Streamlined, Paperless, Online Enrollment System
- Same Enrollment System as COVA
- Now (7/1/2013)
 - Receive Only One Bill per Month
 - Direct Bill for COBRA and Retirees
 - e-Direct Can Be Available
- Later
 - View All Enrolled Members by Plan
 - New Reporting Options

Benefits Eligibility System (BES)

- Transparent to You
- Enrollment Forms to DHRM After 6/1/2013
- Direct calls to DHRM after 6-1-2013 (9/1 for Schools)
 - (804) 255-3642 or (888) 642-4414
- New Renewal Data Sheet Required
- Training Coming Soon
 - Kits
 - Online Classes



Kaiser Permanente

Different. Better.

Typical U.S. health care model

Typical: Fragmented, uncoordinated

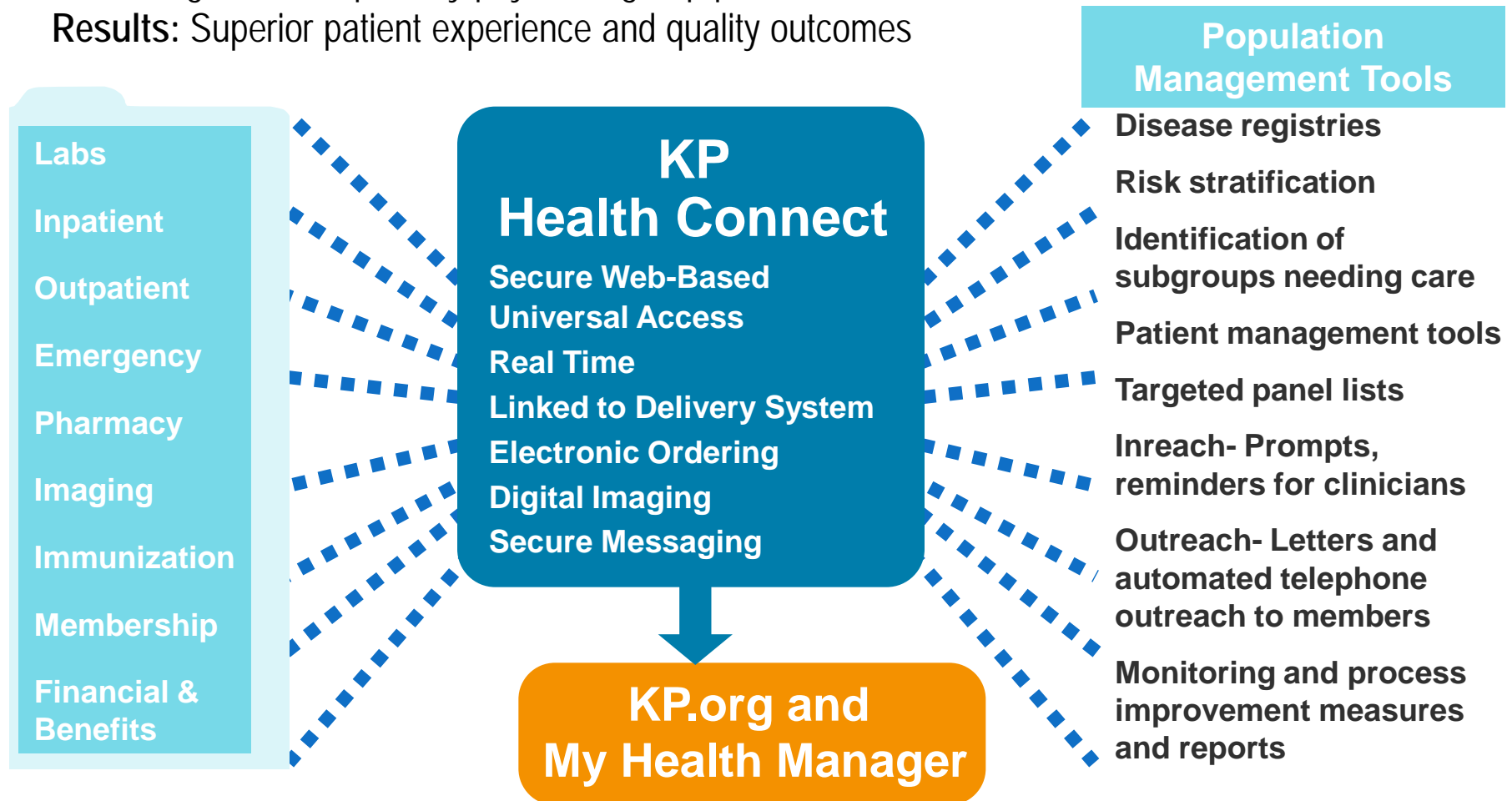
Result: High cost, frequent duplication of efforts, low efficiency, difficult to navigate



The model for quality and convenience

Kaiser Permanente model: Highly coordinated care through state-of-the-art technology and the area's largest multi-specialty physician group practice

Results: Superior patient experience and quality outcomes



KP HealthConnect:

The tool that helps make us the quality leader

From any computer with an internet connection, our physicians can view x-rays (or any other radiology image) with the member moments after the film is taken.

The screenshot displays the KP HealthConnect web application interface. On the left, a sidebar menu includes options like Snapshot, Chart Review, Results Review, Report Viewer, Allergies, Medications, Flowsheets, Problem List, History, Letters, Demographics, Scan, CIPS, and Patient Report. The main content area shows a patient's chest X-ray results for a bilateral oblique view. The patient's name is STENTOR, and the exam date is 3/11/2009. The results section includes a summary of the findings, a comparison to a previous exam, and a recommendation for follow-up. The radiologist's name, RITA PATEL JOSHI, MD, is listed at the bottom.

Results
XR CHEST, PA AND LATERAL.. (Order# 94862860) (Acc# 37804346)

Result Information	Status	Provider Status
Final result (3/11/2009 4:18 PM)	Reviewed	Reviewed

Radiology Information	Exam Date	Exam Time
Procedure Note	3/11/2009	7:21 AM

Transcription	Type	ID	Date	Author
1	Procedure Note	3/11/200907:21:34SCHX0101-	3/13/2009	(M.D.)

This document replaces document: 3/11/200907:21:34SCHX0101

Document Text
BILATERAL OBLIQUE VIEWS OF CHEST, 3/11/09

HISTORY **:
6 mm nodule left base.
Comparison: PA and lateral chest, 1/7/09.

FINDINGS **:
Bilateral shallow oblique views of the chest demonstrate a persistent tiny nodular density within the lateral left lung base which measures 4 mm in maximal diameter. This is nonspecific but likely corresponds to the small nodular density seen within the lateral left lung base from previous film of 3/10/09. Recommend followup chest x-ray in approximately 6 months to assess stability. No definite nodule seen within the right lung. No focal airspace consolidation noted. No pleural effusion or pneumothorax seen. Heart size and pulmonary vasculature are within normal limits.

IMPRESSION **:
Small 4 mm nodular density noted within the lateral left lung base. This is nonspecific. Recommend followup chest x-ray in 6 months to ensure stability.

RITA PATEL JOSHI, MD

TESTCHONG Pt. AACC - NOT PART OF PERMANENT MED RECORD, Results, Future/Standing Orders, Pt. OnlineMsg, 12:08 PM

Integrated model at work – proactive care (Inreach) at every visit in every department.

Epic Hyperspace - OPHTHALMOLOGY SPRGFLD - Production - HCPRDMMAM PRODMAM

Home Sch Inbskt Chart Enc Tel Enc Refill Enc Msg Enc Pt Sec Msg Pt R

Ambassador, Physician

Ambassador, Physician* MRN: 18158567 Age: 42 Yr Sex: F PCP: Z Dont Book Zztest M* PCP Loc: Kensington

Proactive Care

Proactive Care

Care Management Summary Sheet (CMSS)

Patient: AMBASSADOR,PHYSICIAN MRN: 18158567 DOB: 02/10/1969 Gender: F
PCP: Z DONT BOOK ZZTEST MAS PCP Apt: Phone: (000) 000-0000 Language
PROVIDER (M.D.)
Last BP: 1) 2) Last MAM: 02/06/2008 Last PAP:

Recommended Care

- Arrange mammogram.
- Arrange Pap
- Patient current smoker. Advise to quit, offer strategies, and document.
- DIABETES: hemoglobin A1c due.
- DIABETES: microalbumin due.
- DIABETES: If B/P > 140/90, consider starting lisinopril, HCTZ, or atenolol (GOAL: 130/80).
- High CVD risk: Should be on aspirin (81-325MG) daily unless contraindicated.
- High CVD risk: lipid panel due (LDL is missing).

Diseases / Risks

CVD	DM	HTN					
LOW	MOD	NO BP					

All Meds (Last 20 dispenses in 12 mo)

Date	Drug	Qty	RFD

Cr, K, Microalb, A1c, ALT, Theophy (Last :)

Date	Type

Proactive Care

Specialty care:

We offer market-leading access

Using a tool called E-consult, primary care physicians can *instantly* schedule patients to see specialists while the patient is in the exam room -- no more waiting on the phone to schedule appointments. Sometimes, specialty appointments are available the same day.

The screenshot displays the E-consult system interface. At the top, there are dropdown menus for 'To Facility' (Hayward), 'To Specialty' (Urology), and 'Problem/Reason' (Hematuria), with a 'Find S' button. Below this, there are two main sections: a patient information box on the left and a provider information box on the right. The patient information box includes fields for MRN, Patient Name, Gender, Age, Day Phone, Evening Phone, and Temp. Phone. The provider information box includes fields for Requesting Provider (Douglas A Cappiello), Fac/Adm Dept (HAY/OPH), Tie Line/Ext (8 - 449 - 4908), Fax Tie Line, and PCP. To the right of these boxes is a 'Provider Biography' section listing several providers: Kristina Austin, MD; Douglas Cappiello, MD; John Chan, MD; Sung Choe, MD; Arun Jain, MD; James Michael Lahey, MD; and Arthur Ollivierre, MD. Below the patient and provider information is a section for 'Hematuria' with 'Diagnostic/Treatment Recommendations' (Hematuria) and 'Patient Handouts' (Hematuria Handout). A large blue arrow points from the 'Hematuria' section to a central blue box that reads 'Print outs for Patient and Referring Physician'. Below this is a 'Referral Guidelines' section with a list of bullet points. At the bottom right, there is a box that says 'This request is direct bookable' with 'SUBMIT' and 'CANCEL' buttons.

To Facility: Hayward To Specialty: Urology Problem/Reason: Hematuria Find S

MRN: [] PREVIOUS MRN

Patient Name: [] Gender: [] Age: [] Day Phone: [] Evening Phone: [] Temp. Phone: [] - []

Requesting Provider: Douglas A Cappiello Fac/Adm Dept: HAY/OPH Tie Line/Ext: 8 - 449 - 4908 Fax Tie Line: [] PCP: []

Provider Biography:

- [Kristina Austin, MD](#)
- [Douglas Cappiello, MD](#)
- [John Chan, MD](#)
- [Sung Choe, MD](#)
- [Arun Jain, MD](#)
- [James Michael Lahey, MD](#)
- [Arthur Ollivierre, MD](#)

Hematuria

Diagnostic/Treatment Recommendations:

- [Hematuria](#)

Patient Handouts:

- [Hematuria Handout](#)

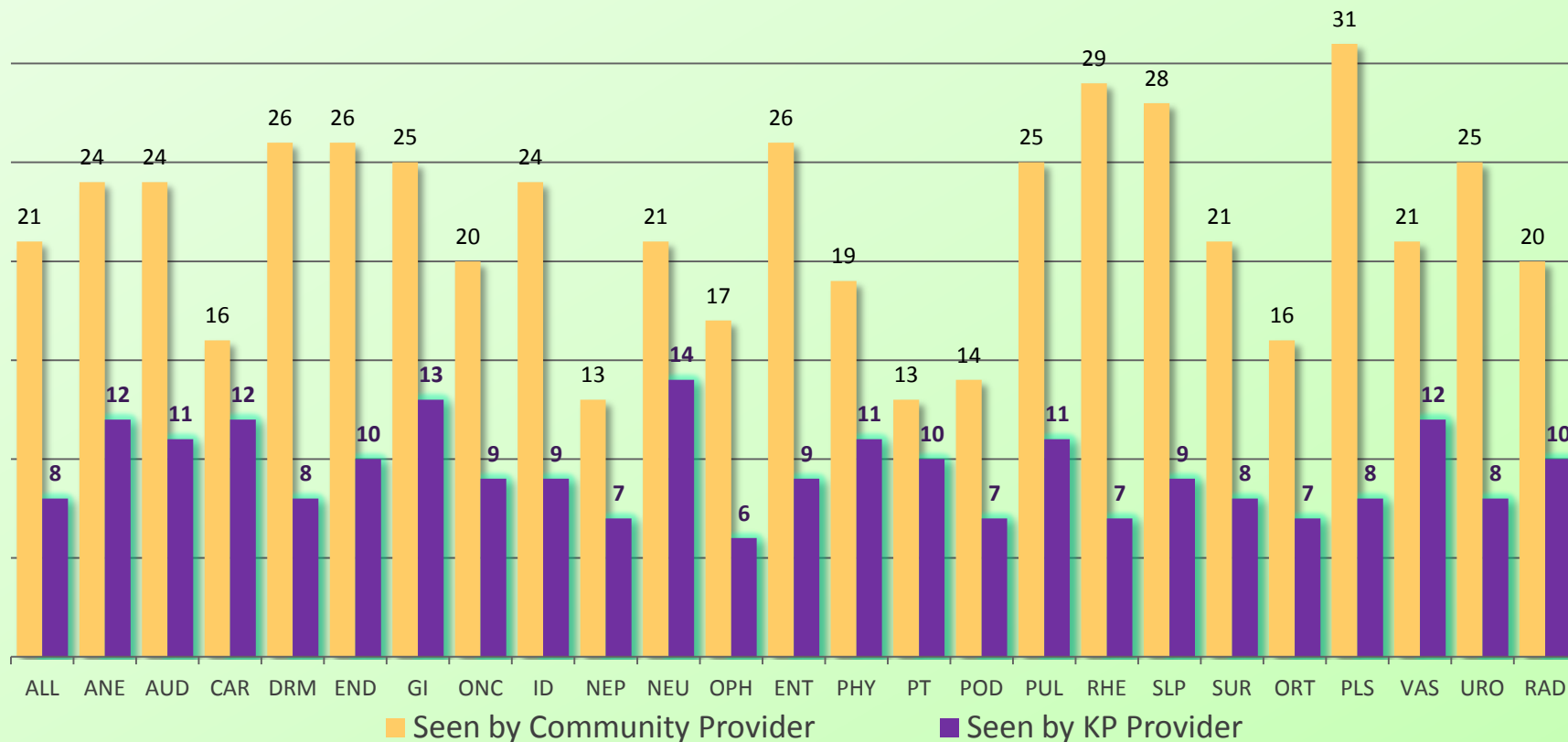
Referral Guidelines:

- Patients must have a CT Scan or IVP done (with results back) prior to sending the referral to Urology. If tests have NOT been ordered, please do so and wait to send referral to Urology after you receive notification on results.
- Do NOT Direct book this appt if patient is under 18yrs of age. Send referral to dept for review.
- Patients need to be referred to urology for cystoscopy after upper tract studies are ordered or done.
- Please note that the current recommended upper tract study is 'Hematuria CT'; the request should indicate (e.g. stone pain) or not.
- Patients with infectious cause and have negative U/A after treatment do not need referral.
- For patients with microhematuria and a negative work-up in the past, no further evaluation is necessary unless symptoms. (e.g. patients with only history of microhematuria develop gross hematuria).
- Patients with gross hematuria and no signs of infection need evaluation even if they have had a negative workup in the past.
- Referring provider should inform patient about the possibility of cystoscope procedure with this appointment.

This request is direct bookable

SUBMIT CANCEL

Referral Wait Time



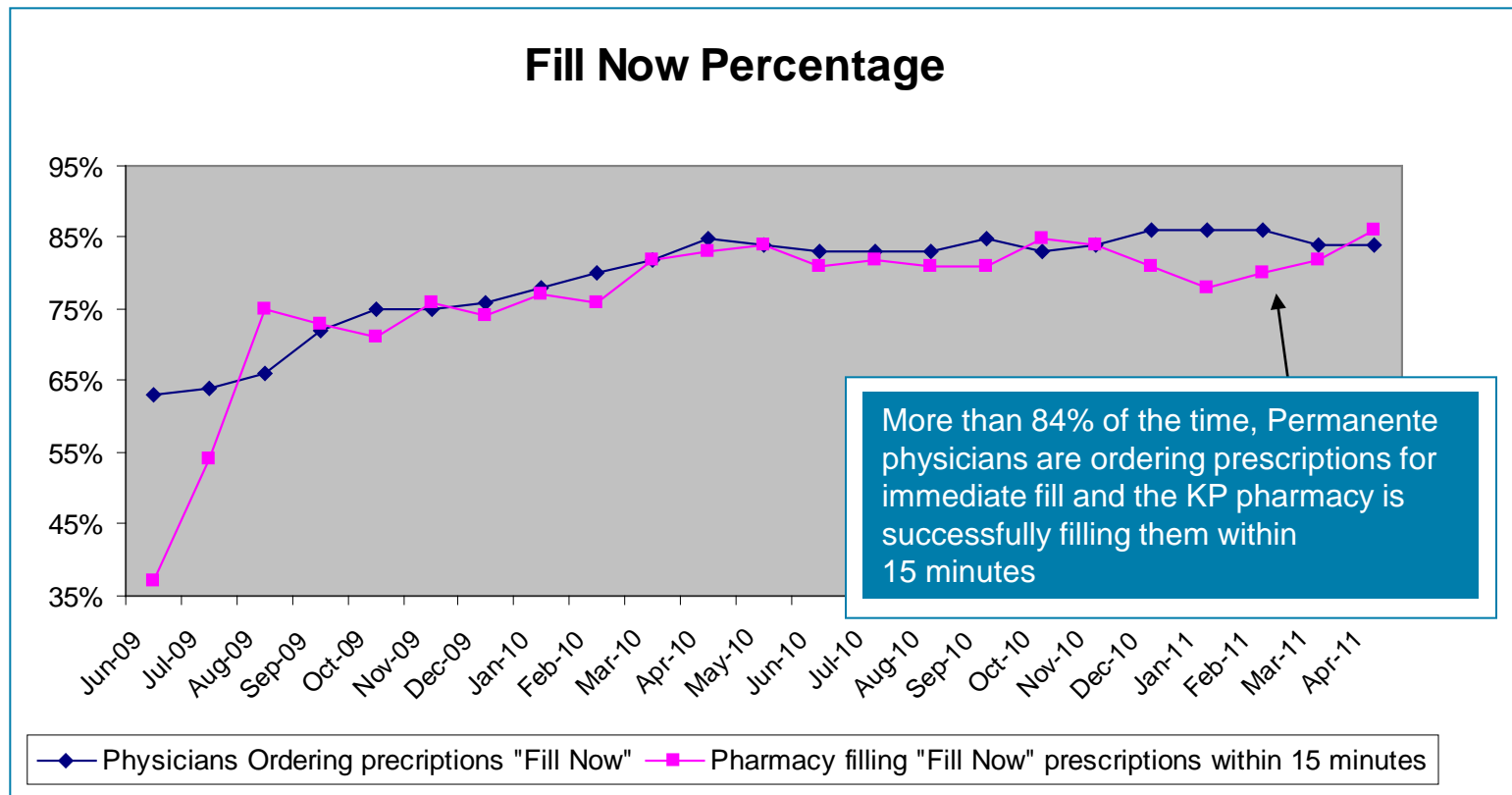
Wait Time from Referral to Appointment KP Members*

Number of days from initiation of referral to completion of specialist office visit.

Fill now:

Prescriptions are filled fast

Permanente physicians can order prescriptions to be immediately filled in our pharmacies, located in our medical centers. By the time members leave the exam room, their prescriptions are ready for pick up.



The power of kp.org for our members

Members are able to choose their Permanente primary care doctors online, assisted by the information contained in the comprehensive home pages of every primary care Permanente physician.

Choose Your Doctor: About You - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Address <https://www.permanente.net/cyd/home.jsf;jsessionid=82F47AB44EB6805629F4556CE508D7E4>

Start Over Exit Choose Your Doctor Contact Us

Choose Your Doctor

The Permanente Medical Group

Home | Back

Find A Doctor Near You

Find doctors within miles of ZIP code

Department:

- ☒ Adult Medicine/Family Medicine
- ☐ Pediatrics
- ☐ Obstetrics/Gynecology

Go

Select the doctor who's right for you

You can choose a doctor in Medicine, Obstetrics/Gynecology (Ob/Gyn), or Pediatrics. The type of doctor to choose depends upon your age and gender. We encourage women who are between the ages of 18 and 64 to have an Ob/Gyn doctor in addition to a Medicine doctor.

There are two types of Medicine doctors - Internal Medicine and Family Medicine. Internal Medicine or "internists" provide diagnosis and medical care for adults and teens who are at least 18 years old. Family Medicine or "family practitioners" treat people of all ages, often members of the same family.

Thomas A. Tesoriero, MD

Internal Medicine [\(Bookmark\)](#)

The web page is a new face for Kaiser Permanente and a new face for me. I want you to be able to reach me as easily as possible - and doing this online has been one of our biggest innovations in recent years. I want to work with you - to keep you healthy or help you to become healthier.

My Offices

North Capitol Medical Center
Appointments: 202-696-5100

[See all office information >](#)

About Me **Offices and Directions**

Professional

Background

I went to Rutgers College in New Brunswick, New Jersey and majored in biochemistry. I was a member of Phi Beta Kappa there. While at Rutgers, I became interested in pursuing a career in medicine because it could blend my passion for science and my compassion for people in need.

I came to Kaiser Permanente after I completed my residency at George Washington University. It has been a great place for me to practice medicine because I get to work alongside skilled primary care physicians and to collaborate with the specialists across all the disciplines of medicine.

Roles and Responsibilities

In addition to being an adult medicine physician, I am the vice chair of the board of directors for the Mid-Atlantic Permanente Medical Group. I have the privilege of helping ensure our medical group is of the highest quality.

Credentials

Medical School	University of Rochester Strong Memorial Hospital
Residency	George Washington University School of Medicine
Board Certification	Internal Medicine, American Board of Internal Medicine

Professional Affiliations

- Fellow, American College of Physicians

Table of Contents:

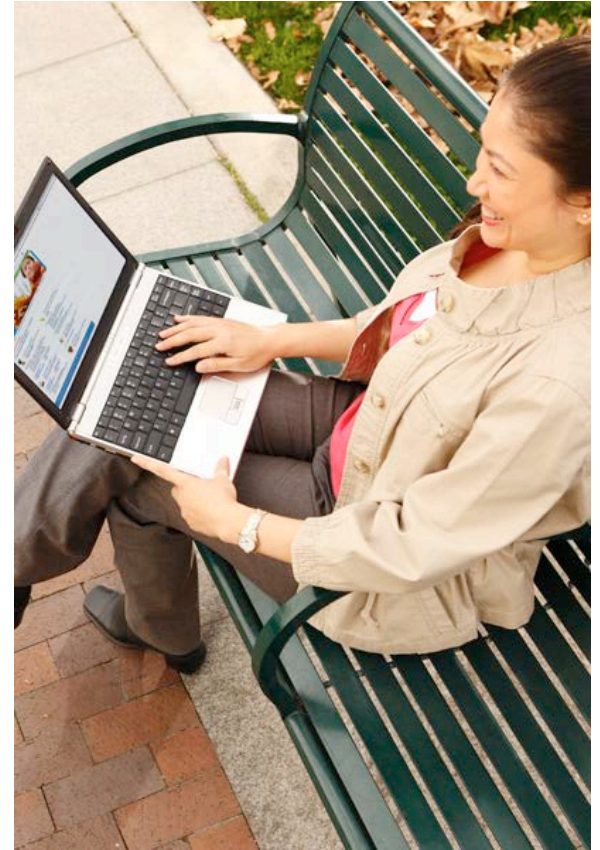
- Background
- Roles and Responsibilities
- Credentials
- Professional Affiliations

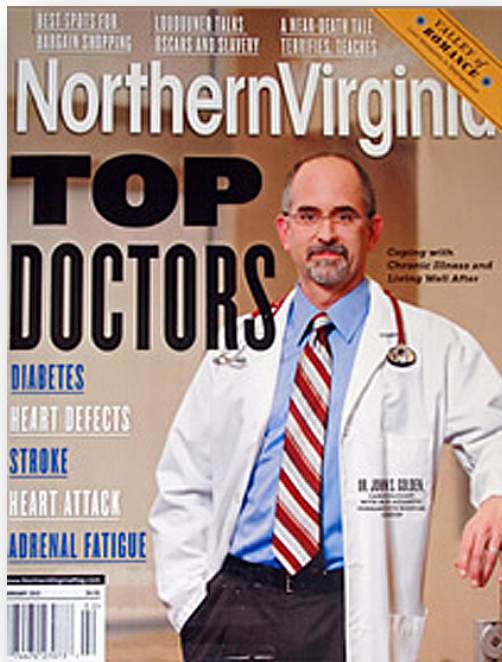
General References

- Health Encyclopedia
- La Osa in Español
- Drug Encyclopedia
- Natural Medicines Database

The power of kp.org for our members

- From any computer with an internet connection, at any time of day or night, Kaiser Permanente members can:
 - E-mail their Permanente doctor's office
 - Schedule appointments
 - Fill prescriptions
 - View lab test results
 - Print immunization records
 - View own medical record
 - Get their list of medications





Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., received the highest numerical score among commercial health plans in the Virginia-Maryland region in the proprietary J.D. Power and Associates 2009-2012 U.S. Member Health Insurance Plan StudiesSM. 2012 study based on 32,868 total member responses, measuring 6 plans in the Virginia-Maryland-D.C. region (excludes Medicare and Medicaid). Proprietary study results are based on experiences and perceptions of members surveyed December 2009-January 2012. Your experiences may vary. Visit jdpower.com

We are hiring great doctors

It's tough to become one of our doctors.

Only 1 in 10 who applies is accepted as a Permanente doctor.



Not only are Permanente physicians highly skilled at diagnosing and treating medical conditions, they also promote healthy lifestyles, disease prevention, and open communication with their patients. Improving patient health using these approaches is a cornerstone of Permanente medicine.

Recognition

Kaiser Permanente: The answer for health care

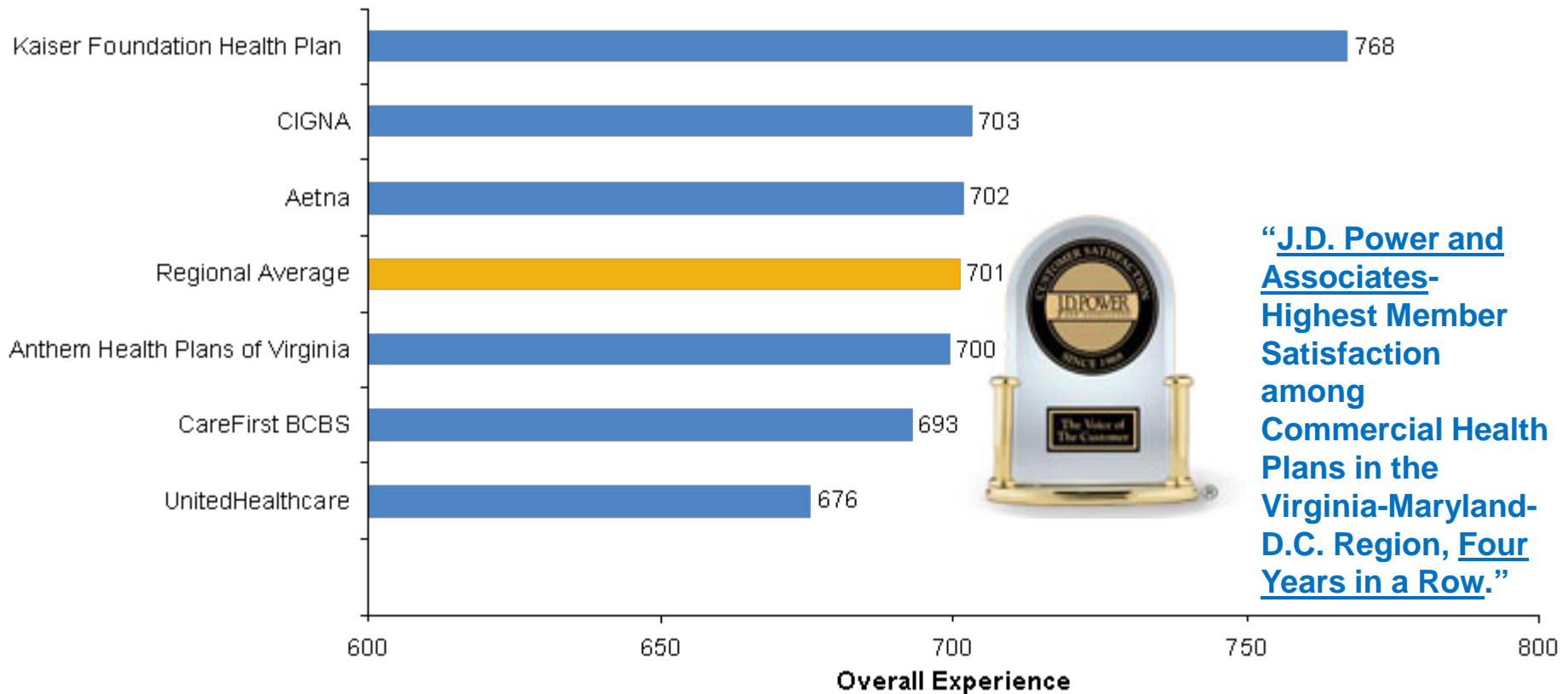
**“Highest Member Satisfaction
among Commercial Health Plans in
the
Virginia-Maryland-D.C. Region,
Four Years in a Row.”***

*Kaiser Foundation Health Plan, Inc., received the highest numerical score among commercial health plans in the Virginia-Maryland region in the proprietary J.D. Power and Associates 2011 U.S. Member Health Insurance Plan Studies.SM 2011 study based on 33,039 total member responses, measuring 6 plans in the Virginia-Maryland-DC region (excludes Medicare and Medicaid). Proprietary study results are based on experiences and perceptions of members surveyed December 2010–January 2011. Your experiences may vary. Visit jdpower.com.



Value equation: Service JD Powers Member Experience Survey

Overall Member Experience
-Virginia/Maryland/D.C.-

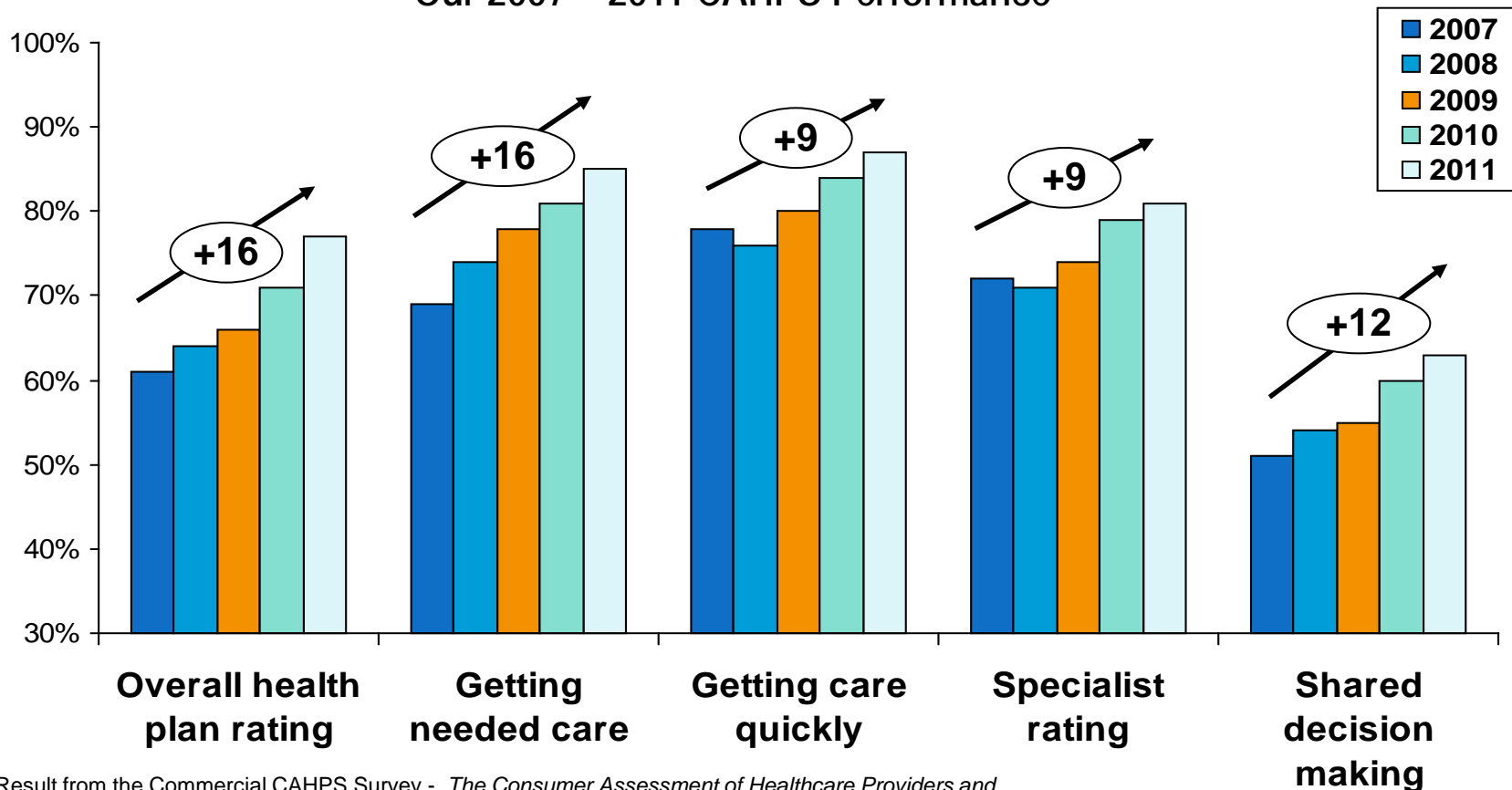


*Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., received the highest numerical score among commercial health plans in the Virginia-Maryland region in the proprietary J.D. Power and Associates 2012 U.S. Member Health Insurance Plan Studies.SM 2012 study based on 32,868 total member responses, measuring 6 plans in the Virginia-Maryland-D.C. region (excludes Medicare and Medicaid). Proprietary study results are based on experiences and perceptions of members surveyed December 2011-January 2012. Your experiences may vary. Visit jdpower.com

Delighted by our care

Our focus on quality and convenience has translated into rapidly rising member satisfaction, especially in access and service.

Our 2007 – 2011 CAHPS Performance



Result from the Commercial CAHPS Survey - *The Consumer Assessment of Healthcare Providers and Systems*. This annual survey is coordinated through NCQA and all health plans seeking accreditation from NCQA must participate.

Expanding hours, especially for key services

We continue to increase the number of hours of services available to members.

Examples of planned expanded hours: 2009 vs. 2012

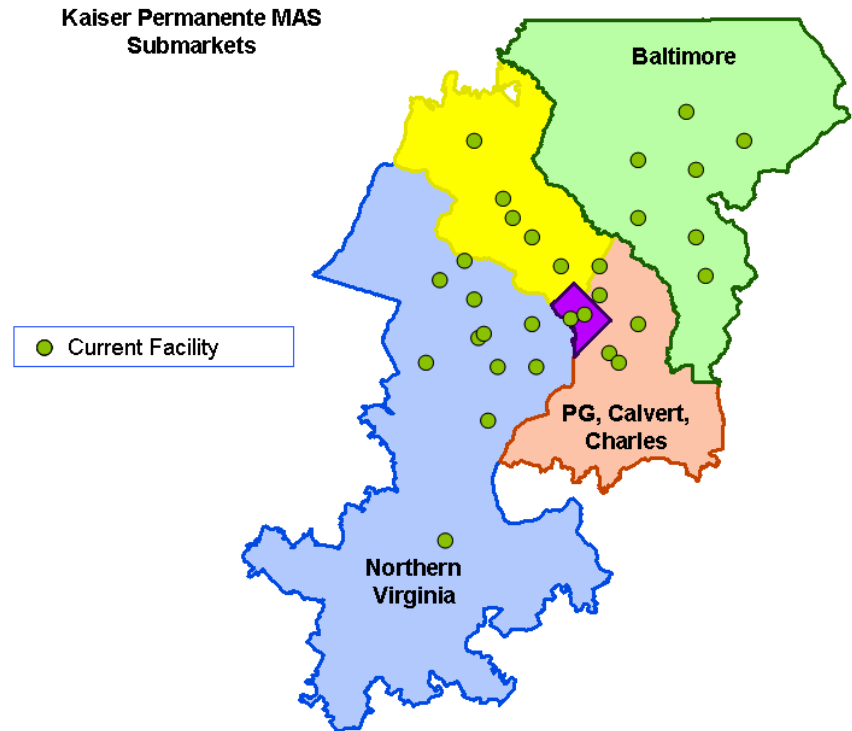
Planned service hours	As of December, 2009	As of December, 2012
Urgent Care (hours/week)	394	656
Radiology (machine hours/week)	3,926	4,734
Laboratory (hours/week)	1,798	2,141
Pharmacy (hours/week)	1,733	2,330

Kaiser Permanente in the Mid-Atlantic

With the largest multi-specialty physician group practice in the region, supported by state-of-the-art technology, Kaiser Permanente offers our members superior quality, market-leading convenience, and the most highly coordinated care in the Mid-Atlantic.

Fast facts:

- Located in the District of Columbia, Maryland and Virginia
- Approximately 500,000 members, including 124,000 Federal enrollees
- Nearly 1,000 Mid-Atlantic Permanente Medical Group physicians
- 6,000 employees
- 30 medical facilities
- 24/7/365 care available at various medical centers
- Unparalleled online tools and EMR



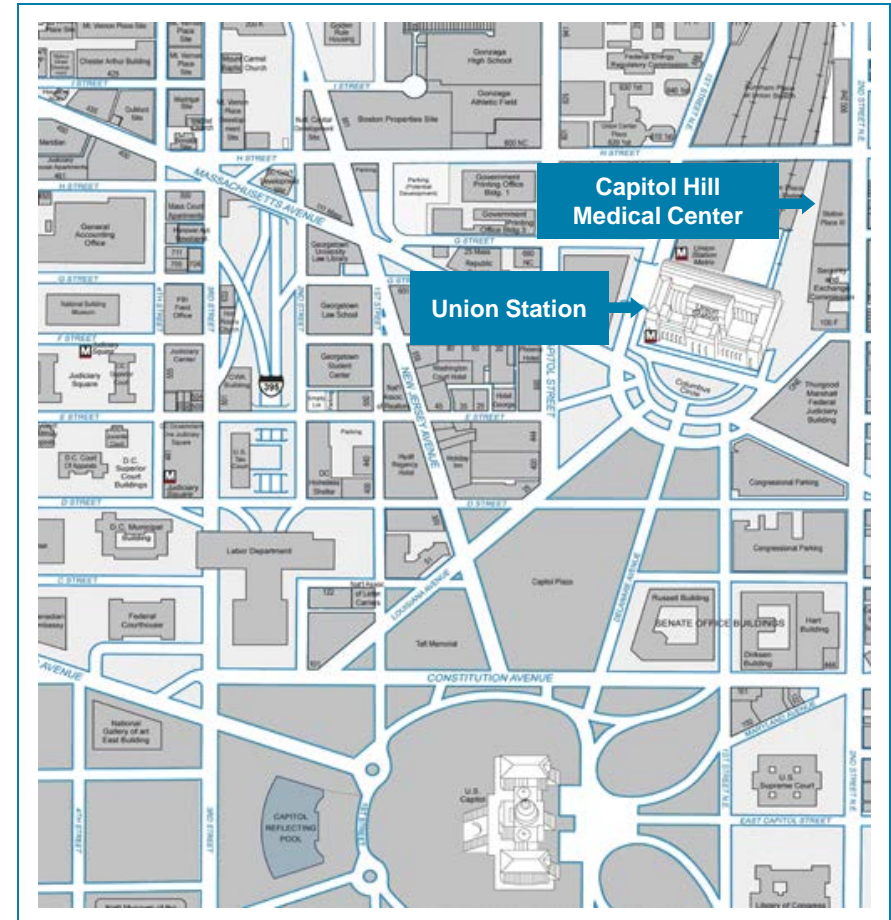
Capitol Hill Medical Center

Now Open



Features

- Walking distance from Capitol Hill at 700 2nd Street, N.W.
- Passageway tunnel connects to one of the largest transportation hubs in the country: Union Station
- Next door is Kaiser Permanente Center for Total Health



Gaithersburg Medical Center

Now Open

Located at 655 Watkins Mill Road

Features

- More than 175,000 square feet
- More than 40 services
- On site pharmacy, lab, advanced imaging, urgent care, and more.



Tysons Corner Medical Center

Now Open

Located at 8008 Westpark Drive, McLean, Virginia.

Features

- More than 200,000 square feet
- Part of a vital and growing commercial and residential area
- On site pharmacy, lab, advanced imaging, urgent care, and more.



Northwest Medical Center

Now Open

All services at our current West End Medical Center will relocate to the new facility five blocks away at 2301 M Street, N.W., in Washington, D.C.

Features

- Near Metro and bus lines
- Adult primary care, obstetrics and gynecology, pediatrics, and behavioral health services
- On site pharmacy, lab, and imaging (X-ray and mammography)
- 42,000 square feet



Ashburn Medical Center

Expansion Completed

All services at our current Loudoun Medical Center will relocate to the Ashburn facility, at 43480 Yukon Drive, Suite 100.

Features

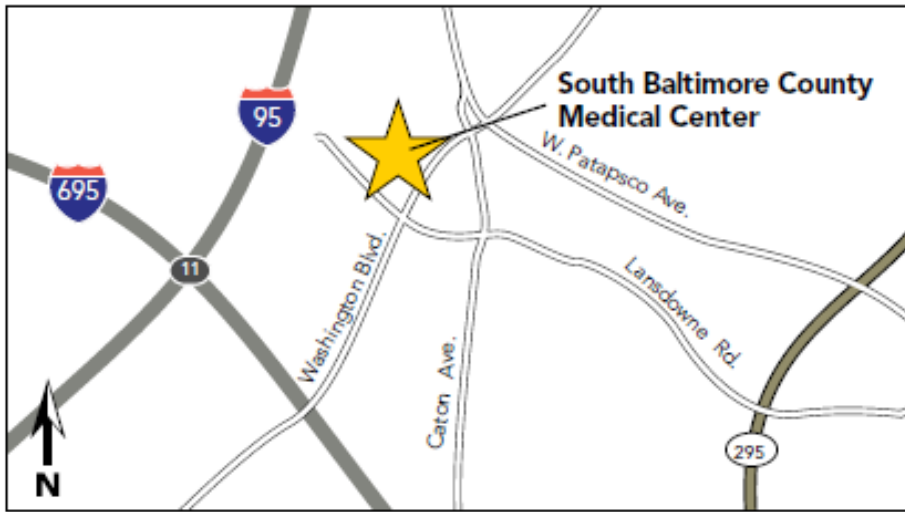
- Expansion of obstetrics and gynecology, pediatrics, and adult medicine
- On site pharmacy, lab, and more.
- 29,000 square feet



Baltimore Medical Center

Opening April 2013

Located at 1701 Twin Springs Road, Baltimore, the full-service center will greatly expand services offered in Baltimore.



Largo Medical Center Expansion in 2013

We are expanding to create the largest Kaiser Permanente medical center in the Mid-Atlantic area, at 1221 Mercantile Lane in Largo.

Features

- 237,000 square feet
- Phase 1 is a parking garage with covered walkway connecting to medical center
- Phase 2 includes renovation of existing building and added building expansion



The Local Choice Health Benefits



2013





2013 Changes

New vendors for TLC program:

Key Advantage Plans

- Medical
- Drug
- Behavioral Health/EAP
- Dental
- Anthem – no changes to benefits
- Anthem – administered by Express Scripts
- Anthem
- Anthem – administered by Delta Dental

HDHP Plan

- Anthem – no changes to medical benefits
- Dental will be administered by Delta Dental

TLC General Info

Plans offered

Key Advantage Expanded

Key Advantage 250

Key Advantage 500

Key Advantage 1000

High Deductible Health Plan

Currently
covers over **300**
groups and
50,000
people

Consistently
renews **99%** of
groups

In 2012
15 groups
joined TLC for
a total of
2,300 new
contracts

TLC
Enrollment
is very **stable**
and continues
to **grow!**



Open Enrollment

Key Advantage Plans and HDHP Plan

- Member **unique ID numbers** will be changing
- Mass re-issue of **ID cards**
- **Deadline** for submitting changes and new **enrollment forms** is **May 24, 2013** for July groups, and **August 23, 2013** for October groups
- After **June 1, 2013** send **enrollment forms** to **DHRM** at address on bottom of forms.





Health Care Reform

SBC'S

- October 2012 SBC's have been posted to the TLC web-site.
- July 2013 SBC's will be posted second quarter 2013.

WOMEN'S HEALTH

- Includes 8 types of preventive services included in the guidelines.
- Generic and single source brand contraceptives covered at 100%.
- Already in place for October groups. Will go in to place July 2013 for July groups.

W-2'S

- Groups will need to confer with their tax or legal advisor.
- Anthem will not be providing data to fulfill the groups requirements.

FEES

- Affordable Care Act fees are included in the medical administrative fee.
- TLC will pay the reinsurance fee and Comparative Effectiveness Research Survey Fee on behalf of TLC groups .



Your TLC Team

Who to Contact

BES

(804) 225-3642
(888) 642-4414

Walt Norman, Program Manager

804.786.6460
Walter.norman@dhrm.virginia.gov
www.thelocalchoice.virginia.gov

Anthem Customer Service

800.552.2682

Anthem website

www.anthem.com/tlc

Anthem Behavioral Health/EAP

855.223.9277
www.AnthemEAP.com

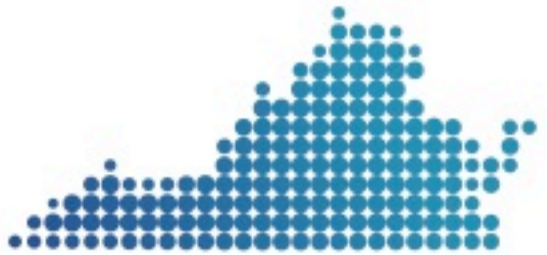
Delta Customer Service

888.335.8296

Delta website

www.deltadentalva.com
(select the Commonwealth of Virginia link)

Access to network providers



Biggest Virginia Network

100% of acute care facilities

97% of health care providers

Strong rural presence



Unmatched National Access

BlueCard® PPO Network

More than 98% of all hospitals

More than 91% of all providers

Meet the new anthem.com

Easy to use
Friendly language
No insurance jargon
One-click access to
high-value tools
Customized
Integrated

The screenshot shows the Anthem.com website. At the top left is the Anthem logo with a cross and shield icon. At the top right is the 'The LOCAL CHOICE' logo with a checkmark. The main header features a large photo of a smiling woman on the left and the text 'Welcome' on the right, followed by 'The Local Choice Employees, Retirees and COBRA Members.' Below the header, there are three main columns. The first column is 'Register Now' with a description 'Sign up now and enjoy secure access to Member Services' and a 'Register' button. The second column is 'Login' with a description 'Access your personalized member services' and a 'Login' button. The third column is 'Tools & Information' with links: 'Key Advantage Plans', 'TLC HDHP', 'Medicare Plans', and 'Forms'. Below these columns, there is a 'Find a Doctor' section with links: 'Contact Us', 'ER Alternative', 'MyHealth@Anthem', and 'Special Offers'. To the right of this section is a photo of a doctor and the text 'Need to find a Doctor or Hospital? Check the Online Provider Directory.' At the bottom, there are two sections: 'Learn More' with links 'MyNurseOnline', 'Special Programs', and 'Anthem Care Comparison'; and 'Members | Spotlight' with links 'Blue View Vision Benefits', 'Blue View Vision Providers', and 'Telemedicine Providers'. The footer contains links 'About Us | Privacy Statement | Terms of Use | Careers | Press Room' and the copyright notice '©2005 - 2008 copyright of Anthem Insurance Companies, Inc.'

Anthem

The LOCAL CHOICE

Welcome

The Local Choice Employees, Retirees and COBRA Members.

Tools & Information

- Key Advantage Plans
- TLC HDHP
- Medicare Plans
- Forms

Register Now

Sign up now and enjoy secure access to Member Services

Register

Login

Access your personalized member services

Login

Find a Doctor

- Contact Us
- ER Alternative
- MyHealth@Anthem
- Special Offers

Need to find a Doctor or Hospital? Check the Online Provider Directory.

Learn More

- MyNurseOnline
- Special Programs
- Anthem Care Comparison

Members | Spotlight

- Blue View Vision Benefits
- Blue View Vision Providers
- Telemedicine Providers

About Us | Privacy Statement | Terms of Use | Careers | Press Room

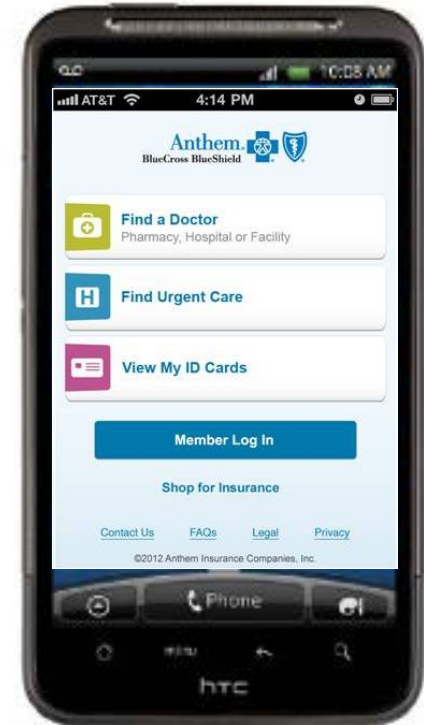
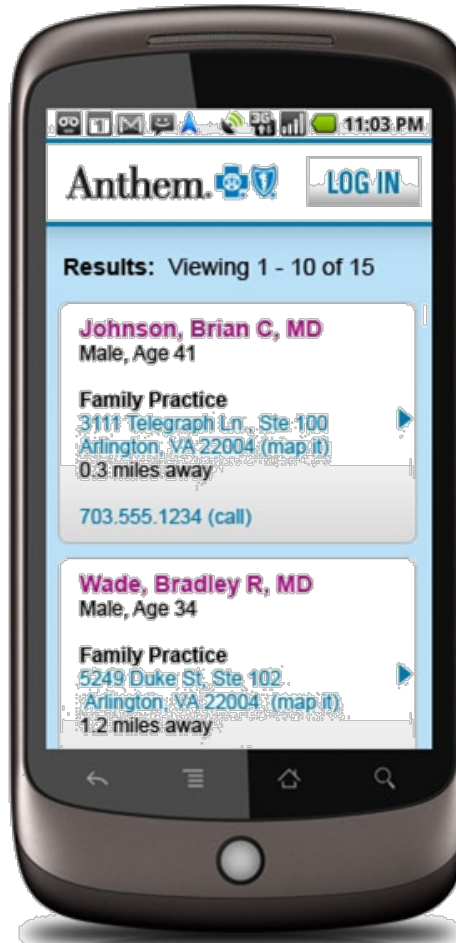
©2005 - 2008 copyright of Anthem Insurance Companies, Inc.

Coming Soon!

Mobile provider and pharmacy finder

Find A Care Provider

- Look up a doctor, pharmacy, urgent care center
- View profile
- View customer reviews
- Mapping and directions
- View proximity



Take Care Package

Wellness and Preventive Care Benefits

- 24/7 NurseLine
- Wellness and preventive care screenings covered at 100%
- Future Moms
 - Incentive on KA Expanded and KA 250
 - Make sure expectant moms enroll in the program!
- ConditionCare
- MyHealth Advantage
- NEW – 2013 Healthy Lifestyles

Your Cost for Wellness and Preventive Care Benefits Is Zero!

Take advantage of all the preventive benefits and wellness programs included under The Local Choice Key Advantage and TLC HDHP plans.

Wellness Benefits and Preventive Care Screenings

Your plan covers one **routine check-up** each plan year, with **no copayment, coinsurance or deductible**.

Your plan also covers one of each of these services per plan year with **no copayment, coinsurance, or deductible**.

- Routine gynecological exam and Pap test
- Routine mammogram
- Prostate exam and PSA test
- Colorectal cancer screening

Early detection of these common cancers – breast, cervical, prostate and colon – dramatically increases your chances for a positive outcome. Please take your screenings seriously. When you schedule your appointment, let your doctor know that these are part of your routine preventive care benefits, and that they are **covered at 100% of the allowable charge**.

Future Moms | 800-828-5891

Expecting? After you tell your spouse, your family and your friends, tell us! The goal of **Future Moms** is to help you have a healthy, full-term pregnancy. We figure that's your goal, too. Even after you give birth, your Future Moms nurse is there to provide post-natal support. Call to enroll as soon as you know you are pregnant. You'll receive a pre-natal kit, including a book full of information about what to expect over the next nine months.

Enrolled in Key Advantage Expanded or Key Advantage 250?

Your plan will waive the hospital copayment for delivery if the covered Mom-to-be enrolls in Future Moms within the first trimester of pregnancy, has a dental cleaning during the pregnancy and completes the program.



Quit For Life Tobacco Cessation | 866-784-8454

Quitting tobacco isn't a walk in the park. But when you're ready to quit, you don't have to do it alone. **Quit For Life** is here to help. This nationally acclaimed program is free, confidential, and it works! Call or go to www.quitnow.net/commonwealth. Before you know it, you'll be working with your own Quit Coach to help you quit and stay quit. Your coach can help you decide if your personal program should include nicotine patches, gum or covered smoking cessation drugs.

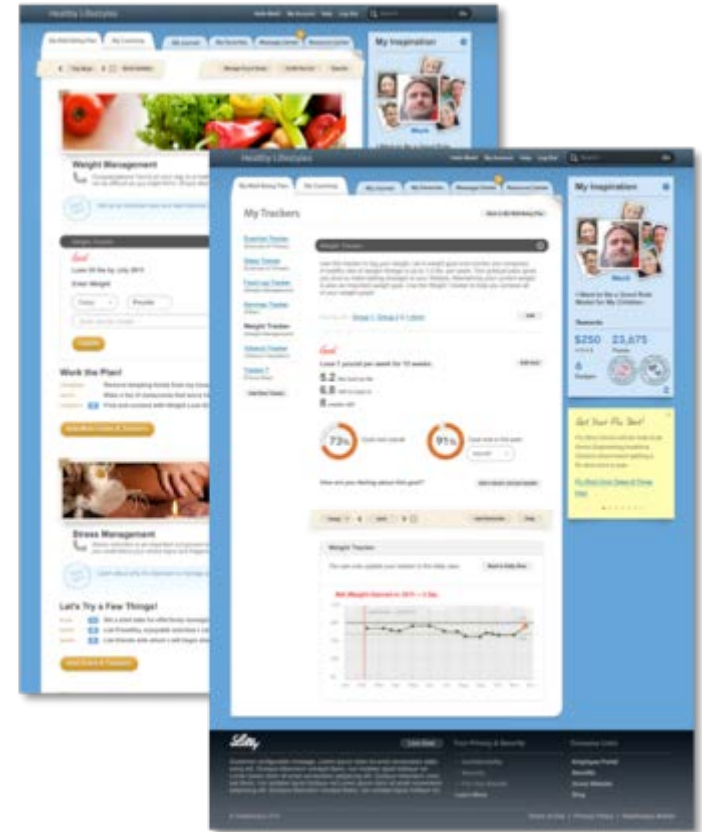


Healthy Lifestyles

Online Well-Being Improvement Solution

FEATURES

- Personalized member home page
- Self-improvement planning, including suggestions and goals to manage stress, anxiety, exercise and nutrition
- Health and wellness practices, references, recipes and self-care tips for all family members
- E-mail and site reminders for vaccinations
- Online coaching from certified personal trainers, registered dietitians and accredited psychologists - all available to answer member questions
- Based on user input, integrated assessment data and behavior change science, the site presents tailored Well-Being Plans

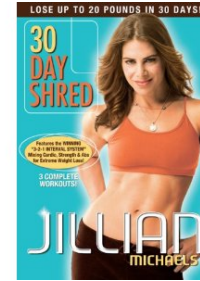


Fully integrated platform designed specifically to support fitness, nutrition, tobacco cessation, preventative healthcare and other aspects of health and well-being

Sample Rewards – 5,000 point level

**rewards are subject to change based on availability

- Eco Clean PVC Yoga Mat
- 20 Song Downloads
- Oxo Good Grips Mini Chopper
- 65cm Balance Ball
- Reusable Grocery Bags
- Everlast Leather Non-Weighted Jump Rope
- Culligan Faucet Filter
- George Foreman Champ Grill
- Healthy Lifestyles Cookbook
- Stretch & Strength Foam Roller Kit
- Jillian Michaels Fitness DVD set
- Lunch on the Go - Insulated Kit



Sample Rewards – 10,000 point level

**rewards are subject to change based on availability

- Digital Scale
- SmartHeart Monitor
- Back Revitalizer Massager
- 2-Tier Digital Steamer w/Rice Bowl
- Wii Just Dance 3
- Beyond Body Pillow
- Crane Humidifier
- Cuisinart Immersion Blender
- Bucky Hottie Body Wrap
- 8lb Medicine Ball
- Everlast ProTex2 EverGel Training Gloves
- 15lb Kettlebell
- Zumba Fitness 2 for Wii & Kinect



Sample Rewards – 15,000 point level

**rewards are subject to change based on availability

- 6 Qt. Programmable Slow Cooker
- iPod Shuffle 2GB (4th Gen)
- 4 Cup Food Processor
- Yogitoes Skidless Yoga Towel
- Plush Spa Robe
- 3-in-1 Aerobic Step
- Big Mouth Juicer
- Bag Boy Golf T-500 Travel Cover



A prescription for
better health care.



MEDICAL + PHARMACY

The best of both worlds!

No company offers the combination of knowledge and resources better than **Anthem and Express Scripts** together.

- One of the nation's largest **health benefits** companies plus the largest **pharmacy benefits** manager
- Anthem oversees and coordinates all benefits
- Your **Anthem member services team** can provide pharmacy customer service
- Medical + pharmacy + health and wellness from **ONE vendor**
- Responsible for 100% of health care costs
- Focused on the same goals and strategies to lower costs
- **Dedicated pharmacy team**



Your Prescription Drug Plan

Access to more than **64,000**
pharmacies across the country

NEW! Log onto **anthem.com/tlc** website
for information at your fingertips:

- Check and see if your pharmacy is **in-network**
- View your drug **claims history**
- Confirm your **copays (or coinsurance)**
- Check your **out-of-pocket** costs
- Order refills of **home delivery** and **specialty drugs**
- Look up **drug information**
- Access **open enrollment benefit information** (before log-in)



Your Key Advantage Pharmacy Benefit Summary

Drug Tier	Retail 34 Day Supply Copay	Home Delivery 90 Day Supply Copay
1	\$10	\$20
2	\$20	\$40
3	\$35	\$70

Other Pharmacy Benefit Information	
Diabetic Supplies	20% Coinsurance
Flu & Immunizations	100%
New for 07-01-13 groups	100%
Oral Contraceptives, NUVA Ring, Ortho, EVRA Patch	
Mandatory Generic	

Your TLC HDHP Pharmacy Benefit Summary

Pharmacy Benefit Information	
Outpatient Prescription Drugs at retail and mail order	20% Coinsurance after Deductible
Diabetic Supplies	20% Coinsurance after Deductible
Flu & Immunizations	100%
New for 07-01-13 groups	100%
Oral Contraceptives, NUVA Ring, Ortho, EVRA Patch	

- The TLC Drug List is a **list of prescription medicines** that are available to you through your benefits plan.
- Is made up of hundreds of **brand-name** and **generic** prescription drugs approved by the Food and Drug Administration (FDA).
- New brand-name and generic drugs come to market frequently and **updates to the Drug List are made several times a year.**



Our preferred Home Delivery Pharmacy, managed by Express Scripts, sends you the medicine you need, right to your door. This program is a great option for people who take medicine on an ongoing basis.

- As a home delivery customer, you'll also enjoy:
 - Free standard shipping
 - Access to pharmacists for drug questions
 - Safe, accurate prescriptions
 - Convenient refill process. The pharmacy will let you know when it's time to order refills.
- Getting started with home delivery
 - Order by mail or fax from physician. Orders should arrive within 14 days of the date order is received.
 - New mail order forms will be available at **[anthem.com/tlc](https://www.anthem.com/tlc)**



CuraScript & Accredo, the Express Scripts specialty pharmacies, provides support and medicine for people with complex, long-term conditions.

- Nurses, pharmacists and patient care advocates work together to help improve your care. Their goal is to help you get the best results from your treatments.
- Ordering specialty drugs can be done via phone or fax.
 - Specific instructions on how-to will be listed in the member handbook and anthem.com/tlc.





IMPORTANT NOTES FOR ALL KEY ADVANTAGE MEMBERS:

- Anthem will be transferring ACTIVE PRESCRIPTIONS WITH REFILLS remaining under the Medco direct patient profile over to the new integrated Anthem/Express Scripts contract.
- Expired prescriptions, prescriptions with no refills, Class II controlled substance prescriptions will NOT be transferred.
- Members will need to call the mail order toll free number to provide payment information, new profile information and initiate the first order.
- We will have additional Home Delivery documents on [anthem.com/tlc](https://www.anthem.com/tlc)



The scope of behavioral health problems

20% of American adults, an estimated 46 million, experienced mental illness in 2010

61% of them did not receive care.



Anthem EAP

The Resources to Make a Difference



More about Face-to-Face Counseling



Employees and household members get confidential telephone assistance and in-person referrals

- Unlimited 24/7 toll-free access
- 4 in-person visits for employees
- Sessions are applied per incident per year so members can use the EAP for multiple reasons and receive the full benefit each time
- List of EAP providers is available by calling our toll-free number and/or by using the provider search on our website
- Transition on 7/1: anyone accessing EAP benefit prior to 7/1 will complete their episode of services under current vendor



Nationwide network

- Over 5,000 behavioral health and EAP providers in VA

Continuity of Care

- EAP is a subset of behavioral health providers
- Seamless transition from EAP to mental health benefit when needed

More About Work/Life Services

Legal and financial telephone consultations at no charge

- Referral to local attorney or certified financial advisor for issues that cannot be resolved within initial consultation
- 25% off follow-up consultations

Dependent care referrals and consultations

- Members speak with a consultant and receive a personalized information packet
- Web-based self-search

ID Theft Recovery

- Free consultation with ID theft professional, restore credit to pre-theft level, unlimited telephone support





24/7 Work-Life Consultation

Comprehensive Resource and Referral for issues related to:

Child Care and Parenting

- Pre- and post-natal support
- Child care
- Adoption
- Summer camps
- Special needs

Education

- Public and private schools
- Higher education
- Financial aid/scholarships
- Tutoring programs

Elder Care/Adults With Disabilities

- Community agencies
- Meal services
- Senior centers
- Senior housing options
- Respite care

Daily Living/Convenience Services

- Home maintenance
- Pet care
- Travel
- Dining, entertainment
- Errand services
- Relocation information



24/7 Work-Life Consultation

Comprehensive Resource and Referral for issues related to:

Career

- Skill building
- Career transitions
- Relocation
- Managing change

Well-Being

- Managing stress
- Work-life balance
- Relaxation techniques
- Healthy habits

www.AnthemEAP.com

- Parenting and child care
- Marriage and relationship concerns
- Health and wellness
- Finance/legal
- Workplace issues
- Education
- Mental health
- Daily life
- Consumer education
- 70 Interactive physical and emotional assessments
- Webinars
- Live monthly seminars
- Skill Builders
- Manager tools



Welcome to your EAP website.

Explore wellness, work/life, legal and financial information and resources by **logging in below**. EAP services are available to eligible members and their families.

If you would like more information about the site's confidentiality, please refer to the Privacy Notice.

To **log in**, enter your company name, or the login name provided by your employer, in the login box below. Do not use any punctuation. If you have questions about the program name your company requested the EAP use for this purpose, please check with your Benefit Administrator at work.

Please enter your full company name, or your program name, here.
Do not use any punctuation.

Need help logging in?

[Help](#)

[Login](#)

[Para página de acceso en Español >](#)

[Español](#)

Please call the customer service number on the back of your ID card for any questions about your medical plan.

By clicking on the "Login" button above, you will be leaving Anthem's site and linking to a site created and/or maintained by another entity ("External Site") and you acknowledge that Anthem does not control, guarantee, endorse or approve the information, products or services available at the External Site or the security of the transmissions between you and the External Site.

Upon linking you are subject to the terms of use, privacy, copyright and security policies of the External Site. Anthem provides these links solely for your information and convenience. Members: Your health plan may not cover all the services or products described on the External Site, please refer to your benefit booklet. The information contained on the External Site should not be interpreted as medical advice or treatment.

Anthem® EAP

- [Commonwealth of Virginia](#)
- [The Local Choice](#)

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More About Employer Programs



Services for common **worksite issues** like:

- Supervisor/manager telephone consultations to address personnel or workplace issues
- Management training
- Management Referrals
- Return-to-work case assistance
- Workplace trauma response: Critical incident stress management (CISM) and critical incident stress debriefing (CISD)
- Substance abuse policy consultation and referrals
- Educational and/or wellness workshops

Management Referrals

Performance issues and/or violation of policy

- Consultation with EAP Consultant
- Release of Information
- Referral to EAP provider
- Provide updates of attendance and compliance

Transition of active cases



EVERYONE DESERVES A HEALTHY SMILE

THAT'S THE
TROOTH[®].COM



The Local Choice RoadShow
March 2013



 DELTA DENTAL[®]

Since 2004.....a Successful Partnership.

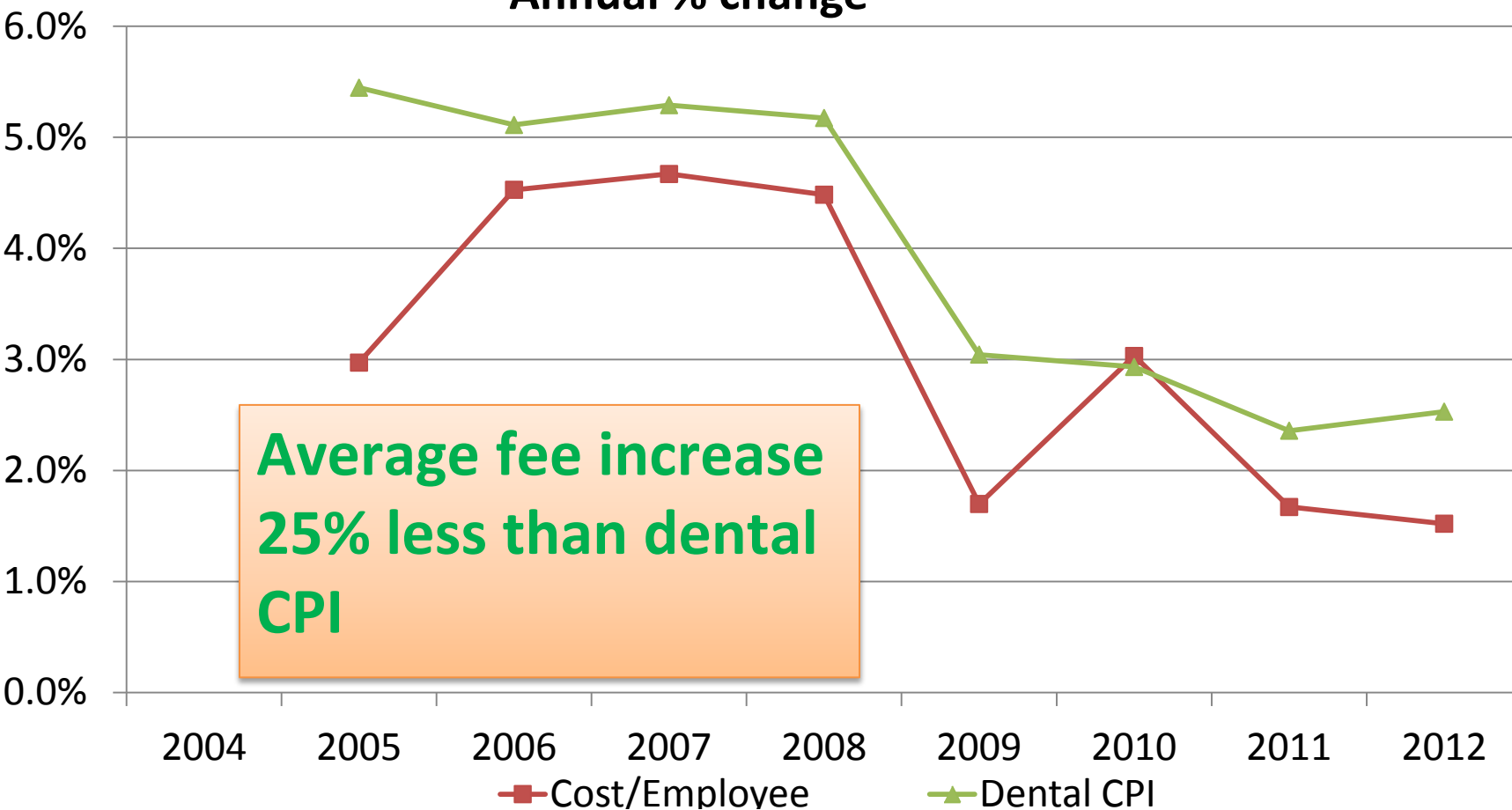
- Delta Dental has never missed a performance guarantee in over eight years!
- Superior Customer Service
 - Satisfaction survey results consistently over 95% satisfied
 - Average call wait time less than 5 seconds
 - Over 2,000+ eligibility files and 100 audit files processed quickly & smoothly
 - More than doubled the size of our PPO network

Network Growth since 2003

Virginia	Unique Providers in PPO	Unique Providers in Premier
2003	865 providers	2561 providers
2012	1935 providers	3827 providers
Total growth	+ 124%	+ 50%

Dental Costs 2004-2012

Annual % change



Key Advantage Expanded

- \$25 individual / \$75 family contract year deductible
- \$1,500 individual contract year maximum
- \$1,500 individual lifetime Orthodontic maximum
 - 100% coverage for Diagnostic & Preventive Services
 - 80% coverage for Basic Services
 - 50% coverage for Major Services and Orthodontics

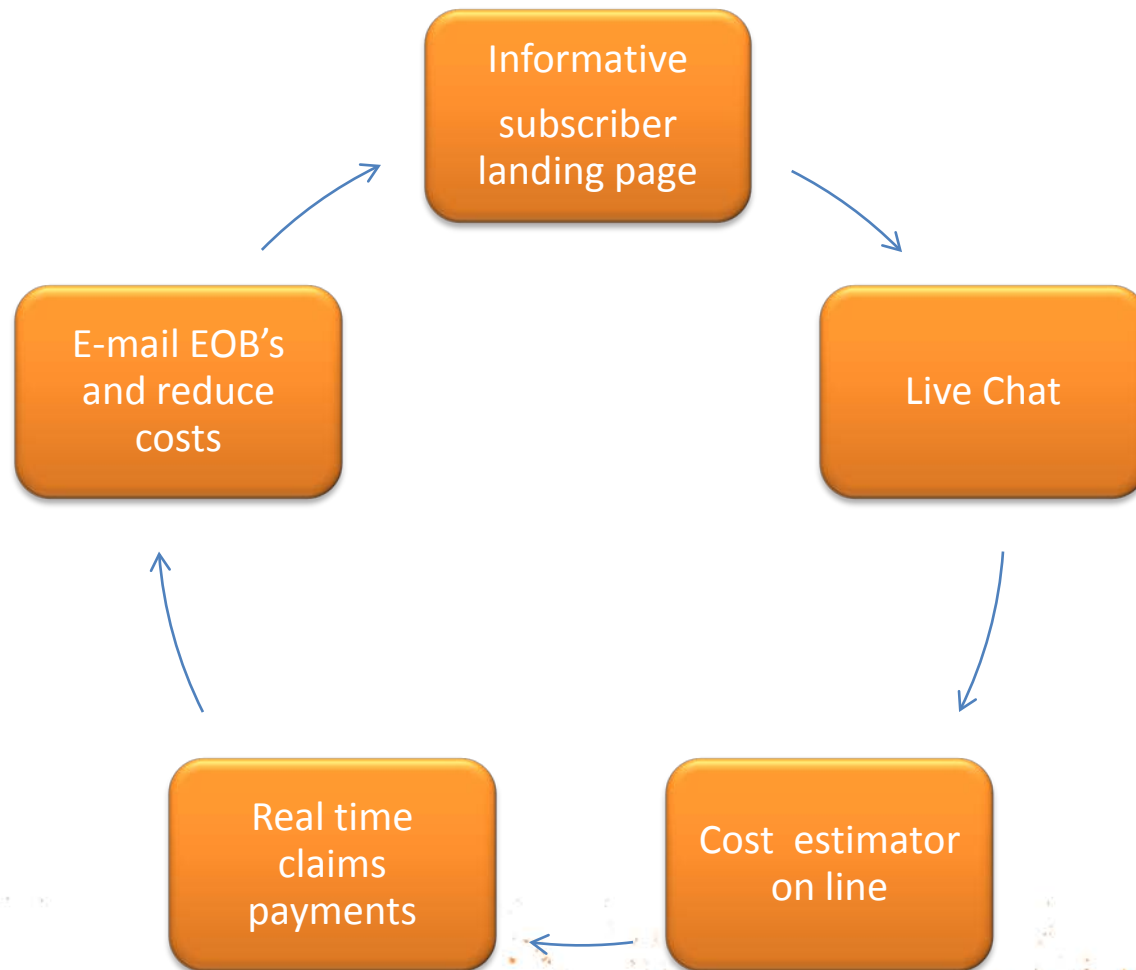
Key Advantage 250, 500, 1000

- \$25 individual / \$75 family contract year deductible
- \$1,200 individual contract year maximum
- \$1,200 individual lifetime Orthodontic maximum
 - 100% coverage for Diagnostic & Preventive Services
 - 80% coverage for Basic Services
 - 50% coverage for Major Services and Orthodontics

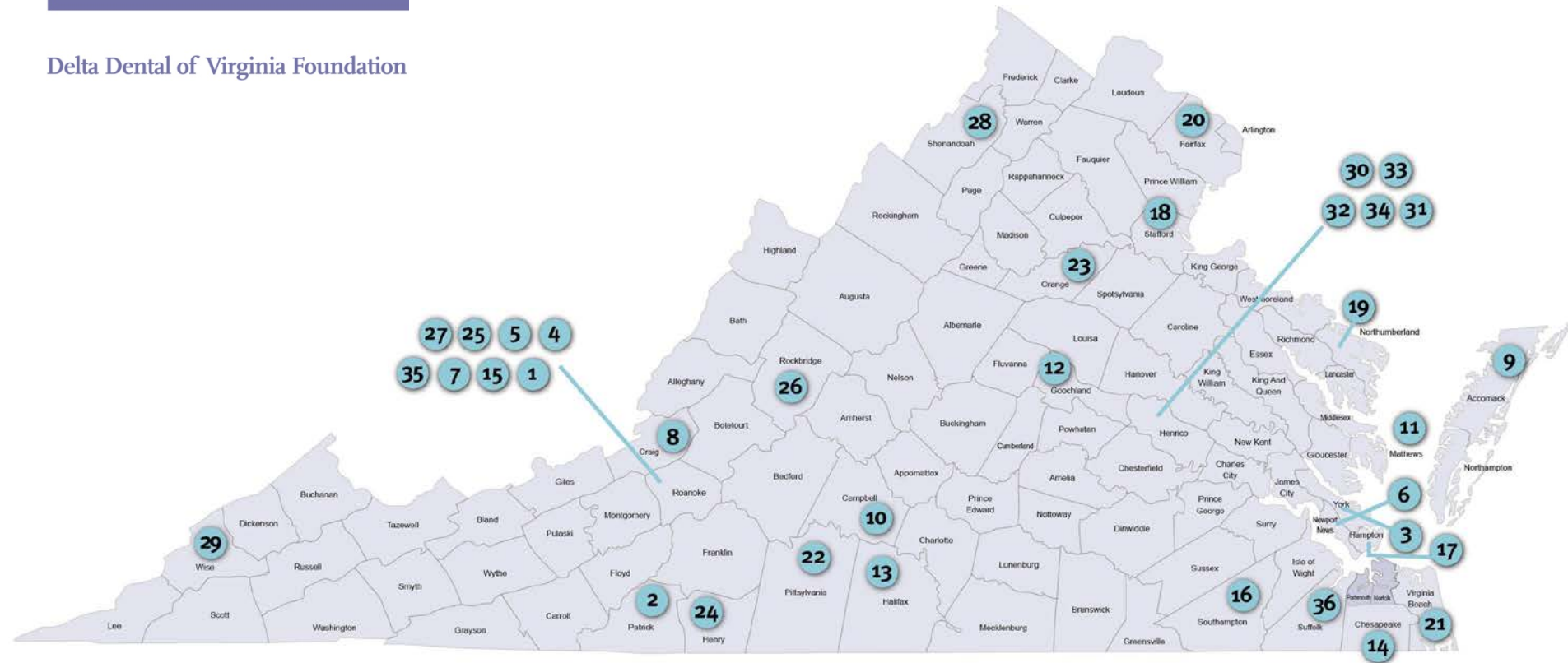
Medicare Eligible Retirees

- No Annual Deductible
- \$1,500 individual calendar year maximum
 - 100% coverage for Diagnostic & Preventive Services
 - 80% coverage for Basic Services
 - 5% coverage for Major Services and Orthodontics

Providing web tools to empower employees



Delta Dental of Virginia Foundation



1. Boys & Girls Clubs of Southwest Virginia
2. Boys & Girls Clubs of the Blue Ridge
3. Boys & Girls Clubs of the Virginia Peninsula
4. Bradley Free Clinic
5. CHIP of Roanoke Valley
6. Community Free Clinic of Newport News
7. Council of Community Services
8. Craig County Rural Health Care Corp.
9. Eastern Shore Rural Health System, Inc.
10. Free Clinic of Central Virginia
11. Gloucester-Mathews Free Clinic
12. Goochland Free Clinic & Family Services

13. Halifax Regional Health System
14. Hampton Roads Dental Center
15. Health Focus of Southwest VA
16. Horizon Health Services, Inc.
17. Lackey Free Clinic
18. Lloyd F. Moss Free Clinic
19. Northern Neck Free Health Clinic
20. Northern Virginia Dental Clinic
21. Park Place Health & Dental Clinic
22. Piedmont Access to Health (PATH's), Inc.
23. Piedmont Regional Dental Clinic
24. Piedmont Virginia Dental Health Foundation

25. Rescue Mission of Roanoke
26. Rockbridge Area Free Clinic
27. Science Museum of Western Virginia
28. Shenandoah Dental Clinic
29. The Health Wagon
30. VCU School of Dentistry
31. Virginia Dental Association Foundation
32. Virginia Health Care Foundation
33. Virginia Health Care Foundation
34. Virginia Oral Health Coalition
35. Virginia Tech Carilion School of Medicine
36. Western Tidewater Free Clinic, Inc.

CommonHealth Continues

Healthy Lifestyles Will
Complement CommonHealth
NOT Replace



CommonHealth

Employee Wellness Program

All employees participating in The Local Choice Health Benefits Program are eligible.



■ **FREE Health Check Screening every 2 years**

- ❑ Total and HDL Cholesterol
- ❑ Blood Pressure
- ❑ Height/Weight and Body Mass Index
- ❑ Diabetes Risk Assessment
- ❑ Non-fasting and immediate results
- ❑ For participating employees and their adult dependents

Contact Your Regional Coordinator to schedule

PROGRAM EXAMPLES



- *Lighten Up* – a nutrition program designed to help overcome common hurdles with healthy eating “I don’t have time”, “It’s too expensive”, “I don’t know how to cook”, “I don’t like to cook” (runs thru June 30, 2013)
 - *Moving Forward with Fitness* – a fitness program designed to tackle some of the biggest excuses we make to avoid physical activity, such as (runs thru June 30, 2013)
-

PROGRAM EXAMPLES



- *Growing Younger* – a nutrition program designed to identify those areas where we as individuals and families can take action to slow down our physical and mental aging while our chronological age continues to climb. (July 1, 2013 – June 30, 2014)
- *It's Your Move* – a diabetes education program which will provide information and ideas for simple actions you can take to lower your risk or better manage Type 2 Diabetes. (July 1, 2013 – June 30, 2014)

Program Options to Meet Your Needs

- ❑ **Traditional Presentation** *15 - 45 minutes*
- ❑ **Learning Station** -high traffic area (e.g.*break room*)
- ❑ **Coupon** - *paper or electronic*
- ❑ **Video** – *web link or DVD*

Contact Your Regional Coordinator to schedule





Quit for Life

Tobacco Cessation Program

- FREE to health plan participants 18 and older
- Individualized program includes a personal Quit Coach
- May include free nicotine replacement or covered medications
- The support you need when you're ready
- Enroll online or by phone



Future Moms

Healthy pregnancies reduce risk of premature birth

- Unlimited access to experienced nurses
- Excellent information on pregnancy and childcare
- Support and guidance in areas like breastfeeding.
- Enroll in the first trimester and the hospital co-pay for delivery is waived (Approx. \$300 value)
- CALL 1-800-828-5891



CommonHealth Compass

- Quarterly Newsletter
 - Program Highlights
 - Success Stories
 - Information & support materials
 - Recipes
 - Go green, save time and reduce program expenses – ask your coordinator for the **ELECTRONIC COMPASS**



GROWING YOUNGER

Healthier at Any Age

CommonHealth Statewide Wellness
Programs
Department of Human Resource
Management
Commonwealth of Virginia



Live well and slow down the clock

The average age of state workers in Virginia is
48 years.



As individuals and families, we can take action
to slow down our physical and mental aging
while our chronological age continues to climb
so that we can make the most of our days.

Move it or lose it

Staying active means living a better life



- **Endurance** activities like walking, swimming, or riding a bike - which build "staying power" and improve the health of the heart and circulatory system.
- **Strengthening** exercises which build muscle tissue and reduce age-related muscle loss.
- **Stretching** exercises to keep the body limber and flexible.
- **Balance** exercises to reduce the chances of a fall.

No matter your health and physical abilities, you can gain a lot by staying active. In fact, in most cases you have more to lose by not being active.

The real fountain of youth



- ✓ Choose activities you enjoy.
- ✓ Make being fit part of your everyday life.
- ✓ Combine a range of activities.
- ✓ Shoot for a total of at least 30 minutes of activity a day.
- ✓ Keep safety in mind.

Flex your brain

Break routines:

- Go to work on a new route
- Eat with your opposite hand
- Shop at a new grocery store
- Have breakfast at dinner

Combine two senses:

- Listen to music and smell flowers
- Listen to the rain and tap your fingers
- Sing while you walk

Try to include one or more of your senses in an everyday task:

- Get dressed with your eyes closed
- Stand on one foot with your eyes closed
- Wash your hair with your eyes closed
- Pat your stomach with one hand and brush your hair with the other



Take charge of your meds



- ◆ Keep a checklist ◆
- ◆ Review your medicine record with your doctor every visit ◆
 - ◆ Keep your meds organized ◆ Refill early ◆
 - ◆ Store them properly – not in the bathroom ◆
- ◆ Don't stop taking your prescription without consulting your doc ◆
 - ◆ Keep away from kids and pets ◆

Study up for the test



Regular medical screenings for you and your loved ones are essential in catching conditions early while treatment is most effective.

Benefits of regular screenings include:

- Screening for diseases or conditions that in the early stages may not present symptoms
- Assessing your risk for future medical problems
- Updating vaccinations
- Checking for high blood pressure and/or cholesterol and establishing regular monitoring if they are high
- Maintaining a relationship with your doctor so he or she is aware of your overall health should you acquire a sudden or serious illness

You are what you eat...so don't be junk

Eat good foods everyday like:

Fruits

Vegetables

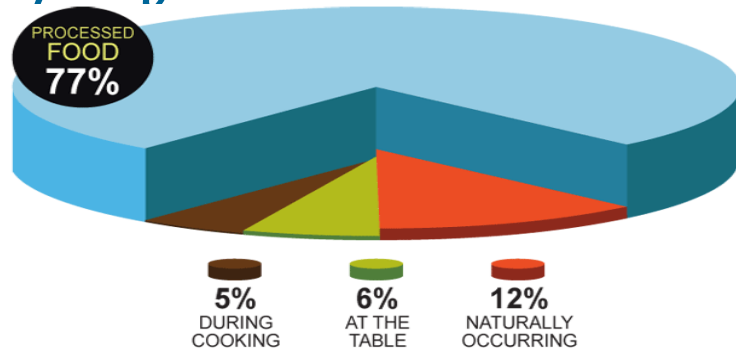
Calcium Rich Foods

Whole Grains

Lean Protein

Think color and eat less tan food!

Tips for wholesome eating



**SOURCES OF DIETARY SODIUM
IN THE AMERICAN DIET**

REDUCE SALT



INCREASE FIBER



COOK SMART



ENJOY GOOD FATS

Want to look older...use tobacco



Call Quit for Life today to drop tobacco for good. No matter how long you have smoked or dipped, you will be healthier, starting from the minute you quit.

1.866.QUIT.4.LIFE

**Smoking causes
premature aging among
other rotten health effects**

Enjoy your life. You're the boss of it.

Do something to bring more joy into your experience.

Pick up a long-neglected hobby

Play with your grandchildren or a favorite pet

Learn something new

Get involved in your community

Take a class or join a club

Spend time in nature

Enjoy the arts

Go to the theater or a sporting event

Travel with a group

Go dancing

Get a part-time job

Tell a joke

Watch a comedy video

Thanks for participating



Please visit your wellness website at
www.CommonHealth.virginia.gov/tlc
for more information and resources

Regional Commonwealth Coordinators

Suzanne Meador – suzanne.meador@dhrm.virginia.gov - Lee, Scott, Wise, Dickenson, Buchanan, Russell, Washington, Tazewell, Smyth, Grayson, Carroll, Wythe, and Bland counties.

Sharon Buckner – sharon.buckner@dhrm.virginia.gov – Augusta, Clarke, Culpeper, Frederick, Greene, Madison, Page, Rappahannock, Rockingham, Shenandoah and Warren

Susan Perry - susan.perry@dhrm.virginia.gov – Bedford, Botetourt, Craig, Floyd, Franklin, Giles, Henry, Montgomery, Patrick, Pittsylvania, Pulaski, Roanoke

Kristina Fischbach – kristina.fischbach@dhrm.virginia.gov – Albemarle, Alleghany, Amherst, Appomattox, Bath, Buckingham, Campbell, Cumberland, Fluvanna, Goochland, Highland, Louisa, Nelson, Rockbridge counties and the cities of Charlottesville and Lynchburg.

Regional Coordinators, cont.

Cynthia Duncan - cynthia.duncan@dhrm.virginia.gov – Accomack, Isle of Wight, Northampton and Southampton counties and the cities of Chesapeake, Norfolk, Portsmouth, Suffolk and Virginia Beach.

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Craig Hicken – craig.hicken@dhrm.virginia.gov – Amelia, Brunswick, Chesterfield, Charlotte, Dinwiddie, Greensville, Halifax, Lunenburg, Mecklenburg, Lunenburg, Prince Edward, Nottoway, Chesterfield and Dinwiddie counties and the cities of Colonial Heights, Emporia and Hopewell.

Amy Moore - amy.moore@dhrm.virginia.gov - Fairfax, Fauquier, Loudoun, Orange, Stafford and Prince William counties and the city of Fairfax .

Rose O'Toole – rose.otoole@dhrm.virginia.gov – Cumberland, Henrico, Hanover, King George, Louisa, Powhatan, Spotsylvania, Fredericksburg and the city of Richmond.

Questions?

Anne Dinterman

CommonHealth Program Manager
Dept. of Human Resource Management
101 N. 14th Street, 12 floor
Richmond, VA 23219

Anne.Dinterman@dhrm.virginia.gov

Housekeeping

- No Medicare Carve-Out
- Plan Eligibility
- COBRA for Retirees
- DataBase Enhancements
- Late Payments

Forms Timetable

Forms	Distribute at:	
	Initial Open Enrollment	Annually
HIPAA Privacy Notice	Upon Eligibility	
HIPAA Certificate of Creditable Health Coverage		When Coverage Ends and Upon Request
Extended Coverage General Notice	Upon Eligibility	
Extended Coverage Election Notice		Upon Termination
USERRA Notice		Upon Active Military Duty
Creditable Coverage for Prescription Drug	Upon Eligibility	October and Upon Request
Women's Health and Cancer Rights Notice	Upon Eligibility	January
Medicaid and Children's Health Information (CHIP)	Upon eligibility	Annually
Age 26 Letters		September/October

Questions ?????

Walt Norman

TLC Program Manager

101 N. 14th Street, 13th Floor

Richmond, VA 23219

(804) 786-6460

walter.norman@dhrm.virginia.gov

TLC Web – www.thelocalchoice.virginia.gov