



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

Group Administrator Memo #02-05

To: Group Benefits Administrators
From: Mary Habel, Director
State and Local Health Benefits Programs
Date: June 17, 2002
Re:

- Distribution of Member Handbook amendments and posters on benefit changes effective July 1, 2002
- Home delivery pharmacy package
- Updated Magellan Behavioral Health Web site

Mailing of Member Handbook Notification of Changes

Notifications of changes (amendments) to the TLC Key Advantage, Key Advantage With Expanded Benefits, Cost Alliance With Dental, Advantage 65, Medicare Complementary, Dental/Vision and Drug Only Member Handbooks effective July 1, 2002 are scheduled for distribution by June 24. Each employee enrolled in these plans will be mailed a new plan identification (ID) card and Member Handbook amendment.

Please be sure that every employee who elected a new plan during your group's Open Enrollment period receives a new Member Handbook for the appropriate plan. You may order Member Handbooks, including 2001 and 2002 amendments, from Commonwealth Mailing Systems (CMS) using the enclosed TLC Trigon Materials Order Form.

Posters on Changes Effective July 1, 2002

Each TLC group will receive a poster highlighting benefit changes to the Trigon statewide plans beginning July 1, 2002. Should you want additional copies, the poster may be printed from the TLC Web site at www.thelocalchoice.state.va.us.

Home Delivery Pharmacy Package

Trigon has discontinued the blue Mail Service brochure and envelope. These items have been replaced with a new Home Delivery Pharmacy packet. The new packet contains a Home Delivery Pharmacy Service Order Form, a Health, Allergy & Medication Questionnaire, and an envelope in which to mail the prescription order. You may order the Home Delivery Pharmacy Service Order Form and questionnaire (Forms T20248 and T20286 -- reproduce as needed) from CMS or download them from the Trigon Web site (under Forms) at <http://state.trigon.com>. Refills are still available via telephone or through the Merck-Medco Web site (see the order form).

The discontinued Mail Service brochure (T20041) and envelope (990131) have been removed from the Trigon Materials Order Form. If you have any of these brochures and envelopes, they should be destroyed. Please be sure to use the new order form attached below for future Trigon orders.

Note: The new Home Delivery Pharmacy packet is now included in the Trigon ID card packages. Therefore, any employee receiving a new Trigon ID card for July 1, 2002 will automatically receive the new Home Delivery Pharmacy information in June.

Magellan Web Site Easier to Access

Members of the Trigon statewide plans now find it easier to use Magellan Behavioral Health's Web site specific to the Commonwealth of Virginia. By accessing the Magellan link through The Local Choice Web site, employees may bypass the initial page requiring a password and go directly to a menu of five links: the Welcome Page, Your Benefits, Employee Assistance Program, Information and Tools, and Frequently Asked Questions. To visit the upgraded Magellan link, click on the Carrier Contacts link and then Magellan: <http://www.dhrm.state.va.us/services/health/magellan.htm>. The easier-to-access link will only work if employees go to the Magellan link through The Local Choice Web site.

Enclosures:

- [The Local Choice Member Handbook notifications](#)
- [The Local Choice poster on Trigon statewide plans](#)
- [Home Delivery Pharmacy Service Order Form](#)
- [Allergy Questionnaire](#)
- [Revised Trigon Materials Order Form](#)