



Jefferson-Lewis et.al. School Employees' Healthcare Plan

P.O. Box 456
Clayton, New York 13624

888-865-2722
FAX 315-686-6096

NEWSLETTER

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Cheryl Steckly
Chairperson, The Board of Trustees

NEED ASSISTANCE WITH A CLAIM OR HAVE A BENEFIT QUESTION?

The Plan Manager's Office of the Jefferson-Lewis et. al. School Employees' Healthcare Plan is available to all enrollees and retirees who have benefit questions or need assistance with a medical, prescription drug or vision benefit claim. The Plan Manager's office is staffed with Customer Service Representatives who are knowledgeable regarding all aspects of the Plan and are available by phone Monday – Friday from 8:30 AM to 4:30PM. The office phone number is (315)686-2615. Email inquiries are also welcome by emailing info@jefflewishealth.com. The Plan maintains a public website that contains a wealth of information about the Plan at the following URL: <http://www.jefflewishealth.com>. Please note that questions or concerns regarding dental insurance, flexible benefit plans or other employee benefits should be directed to the Healthcare Clerk at the school district in which you work or from which you retired.

NO CHANGES TO CO-PAYMENTS OR DEDUCTIBLES IN PLAN YEAR 2019-2020

The Board of Trustees has elected not to increase co-payments or deductibles that would normally change effective July 1, 2019. As a result, existing co-payments and deductibles will remain unchanged until June 30, 2020. A complete list of all current co-payments and deductibles can be found on the Plan's website under the "Plan Coverage Summaries" tab.

CHANGE IN EXPLANATION OF BENEFITS (EOBS).

Prior to the transition from POMCO to UMR, explanation of benefit (EOB) forms were only generated when there was a patient responsibility other than the applicable co-payment. Under the new UMR platform, EOBS will now be generated for claims that have a patient responsibility due or if the claim is processed with other insurance (e.g. Medicare primary members). EOBS will also be generated if a claim is being denied even if the denial does not result in a patient responsibility.

NEW PHONE NUMBER FOR UMR EFFECTIVE 7/1/2018.

As a reminder, effective July 1st, 2018 the new phone number for UMR Customer Service for Jefferson-Lewis Healthcare Plan members is (800)826-9781. There are no changes to contact phone numbers for Express Scripts or Davis Vision.

UMR MOBILE WEBSITE

Enclosed with this newsletter is a one page brochure that describes the features available on UMR's mobile website including the ability to locate an in-network provider. UMR does not offer a mobile Smartphone app but their mobile ready website does provide easy and secure access to your account using the same username and password utilized when accessing their full website. Also included in this newsletter are instructions for locating an in-network provider on UMR's website.

WELL CHILD CARE & CHILD IMMUNIZATIONS

Did you know that well child care including immunizations and vaccinations is covered in full under your health insurance plan? No deductible, copayment, or coinsurance applies. If your child is due (or overdue) for their well child exam and/or immunizations, we encourage you to schedule them as soon as possible. The CDC's website has the most current immunization schedule at www.cdc.gov. Please note that an in-network provider must be utilized to receive these services at zero cost. An out of network provider may charge a fee for these services.

FACILITY CO-PAYMENTS

In certain situations, the physical facility in which your provider's office is located may charge a separate co-payment in

addition to the co-payment charged by the provider you are seeing within that facility. The Plan would like to alert members of the legitimate possibility of two co-payments in the event you experience this situation.

WALGREENS/RITE AID UPDATE AND EXPRESS SCRIPTS' MOBILE SMART PHONE APP

The transition of Rite Aid stores to Walgreens is now complete. Effective 1/1/2019, Walgreen pharmacies are no longer in the Express Scripts network. All impacted members who have used one of the acquired Rite Aid stores to fill medications in the past should have received communications to switch to another pharmacy effective 1/1/2019. Included with this newsletter is a brochure that outlines the benefits and features of the Express Scripts mobile smartphone app.

2019 PRESCRIPTION DRUG FORMULARY & EXCLUSION LISTS.

Express Scripts Inc. has released the preferred formulary and drug exclusion lists for 2019. We encourage you to review these lists which can be found under the "Resource Center" tab of the Plan's website located at: www.jefflewishealth.com.

NEWBORN ENROLLMENT

Newborn children are NOT automatically enrolled in Plan coverage. To obtain coverage, you must contact your healthcare clerk and request to enroll your newborn child. Failure to formally enroll your child within 31 days following birth will result in the child being classified as a late entrant as defined in the Plan.