



STATE EMPLOYEE HEALTH PLAN

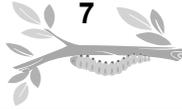
DIRECT BILL NEWS MAY 2012

DIRECT BILL TOLL FREE—1-866-541-7100
TOPEKA AREA—785-296-1715



Table of Contents

SilverScript ID Cards	1
Authorized Personal Rep.	2
Open Enrollment	3
Address Reminder	4
HealthQuest	4-5
Long Term Care	6
Crossword Puzzle	7



SilverScript ID Cards Updated as of April 1, 2012

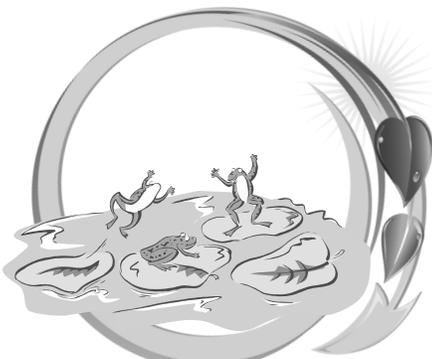
Due to changes in CMS guidelines, new ID cards were sent out in November and December of 2011 to all Direct Bill members enrolled in SilverScript. These new cards included updated information now required by CMS. A notification of this change was included with the new ID cards in the November/December mailings.

****AS OF APRIL 1, 2012, ANY OLD SILVERSCRIPT CARDS WILL NOT WORK****

Any members enrolled in the SilverScript plan, who were still using the OLD card for prescriptions prior to April 1st, had been sent an additional letter earlier this year alerting them to the change. The information necessary to activate your new ID card was printed in this letter. If you have not already done so, please remind your pharmacist to update their records with this new information. This will help ensure that prescription drug claims are processed correctly.

Should you have any questions, please call SilverScript's toll-free customer service line at **800-837-4092** and have your information ready.

***Protect your information by shredding
any old cards that you still have.***



Authorized Personal Representative

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) protects health insurance coverage for workers and their families when they change or lose their jobs. There are many provisions under HIPAA. The HIPAA Security requirements (effective April 20, 2005) ensure confidentiality of electronic protected health information that the health plan creates, receives, maintains or transmits.



At times it may be necessary for a member to allow another individual (family member, other relative, or friend) to discuss and act on behalf of that member regarding their coverage under the State Employee Health Plan (SEHP). It is recommended that you consider the possibility that there may be a time in which you may need assistance from someone else to act on your behalf regarding your SEHP coverage. In order to protect your confidential and personal health information and allow the SEHP to talk to someone on your behalf, an Authorized

Personal Representative form must be completed by you and the person you wish to designate as your authorized personal representative. Without this form, the SEHP will not discuss anything or act upon any requests from any individual other than you regarding your SEHP coverage.



You may have as many authorized personal representatives as you wish. A form will need to be completed for each person you wish to designate as an authorized personal representative. The form(s) must be sent to SEHP Membership Services and will be kept along

with the rest of your SEHP information. This authorization will remain in effect until you no longer wish that individual to be your authorized personal representative.

If an Authorized Personal Representative form is on file with the SEHP and you no longer wish to have that individual act on your behalf, you must submit a Revocation of Personal Representative Form to SEHP Membership Services.

Both forms are available on the SEHP website at <http://www.kdheks.gov/hcf/sehp/active/ActiveAdminMan.htm> under the Appendices section. They are appendices "W" and "W1." You can also call our Direct Bill Membership team at 1-866-541-7100 to discuss any questions you might have and obtain the forms.

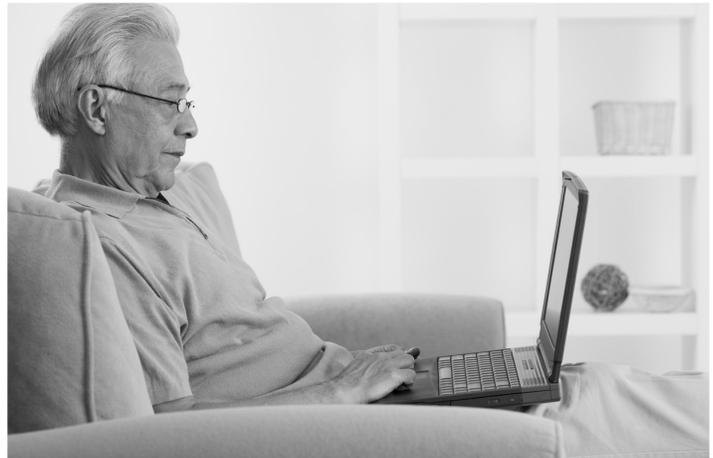


Annual Open Enrollment Period Important Information

Summer is just around the corner, and then, before we all know it, Fall will be here. With Fall comes our annual Open Enrollment period. This year's Direct Bill Open Enrollment period will be from November 1 through 30. We are already working on our Open Enrollment books and securing our Open Enrollment meeting locations.

Last year, the SEHP launched a new Open Enrollment online website for Direct Bill members to complete their enrollment elections electronically as opposed to completing a paper form. This online website is similar to the Open Enrollment website that State of Kansas Active Employees utilize every year. We had a large number of Direct Bill members that successfully completed their enrollment elections using the Kansas Employee Eligibility Portal (KEEP). This resulted in a quicker, more efficient Open Enrollment period for our members as well as the SEHP. Our members' elections were sent seamlessly to all our insurance carriers as well as our billing administrator. Insurance cards were produced quicker and billing information was more accurate.

As a result of this success, the SEHP will be asking all Direct Bill members to complete their Open Enrollment elections through KEEP this year. ****You will only need to access the system if you wish to make changes to any of your SEHP benefits.**** The online enrollment portal can be accessed through any computer that has Internet access. Each member will need to establish a user ID (which will be a personal email address) and a personal password. KEEP will also allow you to see your election choices on line and in the future allow you to make changes to your demographic information (address, phone number, email address, etc.)



Stay tuned in the upcoming months for further information about KEEP and additional Open Enrollment information.



Important Reminder about Your Mailing Address



Please be sure that your most current address is on file with the State Employee Health Plan. This is to ensure that you receive important information about your Direct Bill health insurance in a timely manner.

Call our Direct Bill Toll Free line at 1-866-541-7100 to speak to a Direct Bill Specialist and update your address.



Health Screenings Offered Through Early July

More than 10,000 members have already participated in a free health screening event since November. For a full list of the statewide screening locations, please go to <http://www.kdheks.gov/hcf/healthquest/screening.html> and select the list sorted by city to locate screening events in your area.

Health screenings require fasting for nine hours prior to your appointment and include simple finger stick test. You will receive important health information including:

- **Total cholesterol, HDL, LDL and total cholesterol to HDL ratio**
- **Triglycerides and glucose**
- **Systolic and diastolic blood pressure**
- **Height, weight and body mass index (BMI)**
- **Waist circumference**

To schedule an appointment for a free health screening, please log into your account (or register a new account if you do not have one) on the wellness portal at www.KansasHealthQuest.com. Once you are logged in, click on "Health Screenings" from the left menu and then select "Onsite Screenings." If you do not have internet access, please call toll-free 1-888-275-1205 and select option 5 for assistance making an appointment.



Don't Forget the Nurse Line

Nurse24 is a toll-free nurse line available to health plan members 24 hours a day, 7 days a week, for any health related question. Simply call 1-888-275-1205 (option 2) to speak confidentially with a highly trained and experienced Registered Nurse anytime, day or night.



Thanks to Nurse24, you never have to worry about what to do when illness or accidents strike. Whether your concerns are big or small, the Nurse24 team is standing by, just a phone call away. When you speak confidentially with a nurse, he or she will ask you questions about your condition such as medications you might be taking, allergies, levels of pain and more. The nurse will evaluate your symptoms, provide an assessment, educate you about your condition and help you take the most appropriate action right then and there.

From general health and medical information to triage of urgent issues, Nurse24 staff will help you make the most informed decisions about what to do. If it's an emergency, the nurse will tell you what steps to take immediately, and follow up later to see how you're feeling. When you get sick, you want help fast. Get the help you need and put your mind at ease by calling Nurse 24 at 1-888-275-1205, option 2.

A Personal Health Coach Can Help you Achieve your Goals

Successful people such as athletes and actors use coaches to help them reach their goals. And now so can you! Whether you want to fit into that pair of jeans hanging in the back of your closet, play with your grandchildren without getting winded or simply live a healthier lifestyle - enrolling with your own personal health coach can make it happen!

Health Coaching is designed to support you in making positive lifestyle changes. Your personal health coach will provide the tools, motivation and support to help you eat healthier, get more active, lose weight, etc. Here's what you get when you enroll:

- Unlimited access to your very own personal health coach
- An individualized action plan to help you reach your health goals
- The flexibility to work with your coach by phone, secure email or online chat
- A program workbook to help keep you on track

Participation in health coaching is always confidential and there is no cost to participate. Enroll today by calling toll-free 1-888-275-1205 (option 4). Or enroll online at www.KansasHealthQuest.com (click on Health Coaching from the left menu).



Voluntary Group Long Term Care Insurance Program

As a reminder, the State Employee Health Plan offers a voluntary Group Long Term Care (LTC) Insurance Program offered through Genworth Life Insurance Company. The voluntary LTC insurance program is available to State of Kansas Direct Bill participants, their spouses and other eligible family members from ages 18 through 79.

Current retired employees are able to apply for coverage under the program at any time; however, Full Medical Underwriting will be required for enrollment. With Full Underwriting, you will need to complete a Long Form application which includes a full medical questionnaire, to be approved for coverage.



Further information about the voluntary LTC insurance program is available at:

- 1) Call the Genworth toll free line at **1-888-285-4889** to speak to a program expert or request an information kit.
- 2) The Genworth Employee website to view rates, plan options, and to enroll. The website contains tutorial information; videos and written information about Group Long Term Care Insurance. The website has recently been updated and enrollment is now easier. Now, anyone can apply online. In the past, individuals who needed to be underwritten had to complete a paper application and mail it to Genworth.

Go to:

www.genworth.com/groupltc

- ◆ Enter Group ID: KAN
- ◆ Enter Access Code: groupltc
- ◆ Enter your State of Residence
- ◆ Enter your applicant type. For active employees select "Employee". If you are a spouse of an active employee, select "Spouse of an employee". If you are a dependent of an active employee, select "Other". If you are a retiree or any dependent (spouse or child) of a retired employee, select "Other".



- 3) Visit the SEHP website:

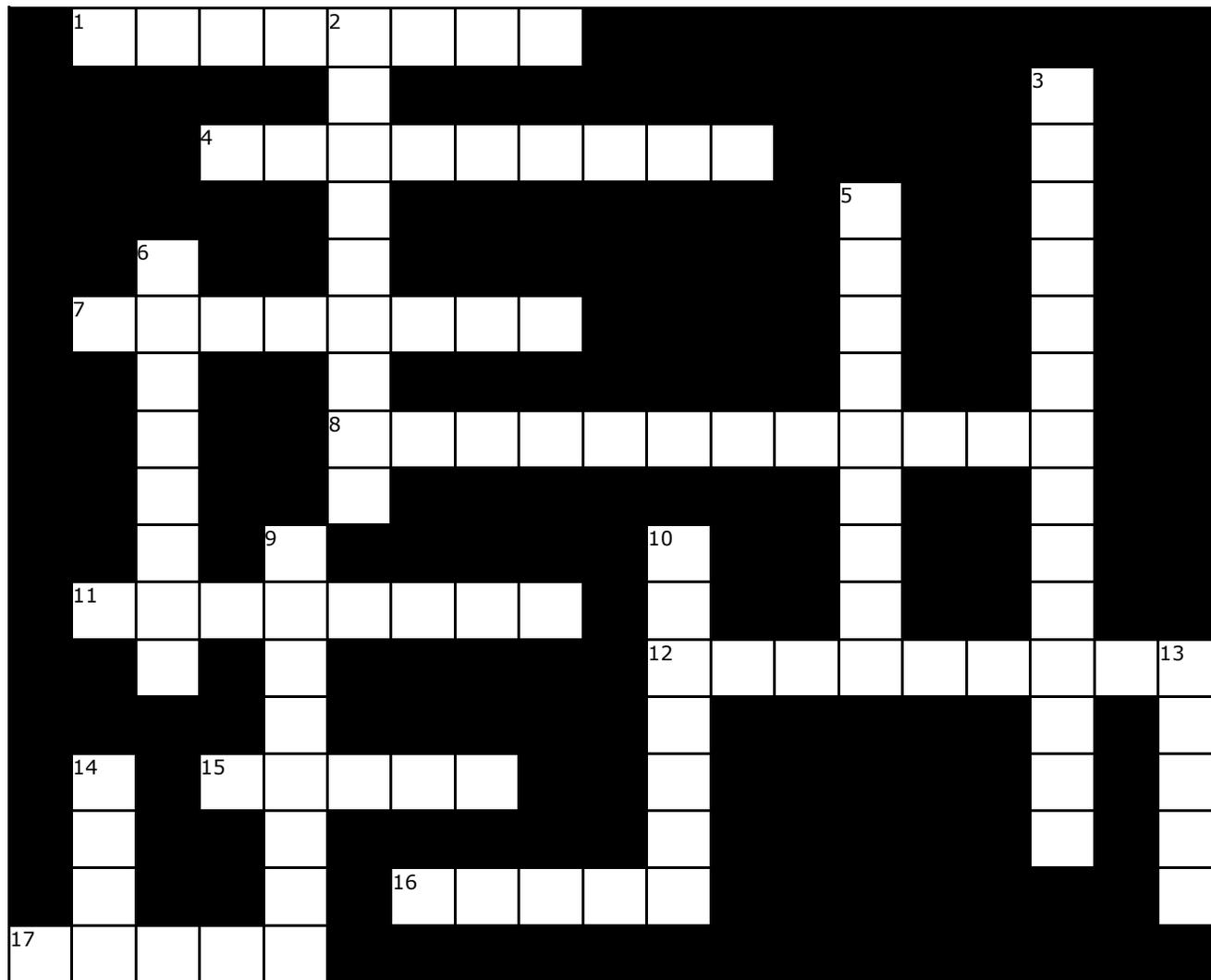
www.kdheks.gov/hcf/sehp/GroupLTC.htm

- 4) Contact Cindy Miller, Sr. Manager, SEHP Membership Services at:

camiller@kdheks.gov



! Direct Bill Newsletter Crossword !



Across

1. This sport's season is in full "swing"
4. Available 24/7 for general health and medical information over the phone
7. The SEHP vendor for voluntary group long term care insurance
8. These new ID cards were updated per CMS
11. Open Enrollment will occur during this month
12. A health screening can measure systolic and _____ blood pressure
15. Someone who could help you reach your personal health goals
16. "Everything's coming up _____"
17. Any old SilverScript ID cards ceased working the beginning of this month

Down

2. A residence for the animal class of Aves
3. "HIPPA" stands for Health Insurance Portability and _____ Act of 1996
5. Bushy-tailed, bright-eyed, and in your birdfeeder
6. A child's game derived from jumping amphibians
9. You can designate an Authorized _____ Representative at any time
10. If you move to a new house, this should be updated with the SEHP
13. Memorial Day originated after this particular war
14. The new online enrollment process for Open Enrollment will be through _____



**STATE EMPLOYEE HEALTH PLAN
MEMBERSHIP SERVICES—DIRECT BILL
RM 900-N, LONDON STATE OFFICE BLDG.
900 SW JACKSON STREET
TOPEKA, KS 66612-1251**

**PRESORTED
STANDARD
US POSTAGE
PAID
PERMIT 157
TOPEKA, KS**

