



STATE EMPLOYEE HEALTH PLAN

DIRECT BILL NEWS FEBRUARY 2013

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



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SilverScript Premium Statements and Billing

SilverScript recently moved to a new enrollment and billing system. As a result they are experiencing delays generating Premium Statements. Please read the following information regarding your billing method and how your payments may be impacted. SilverScript will offer several premium payment options or assistance to help reduce the disruption the billing delay may have caused you. The State Employee Health Plan Direct Bill call line will not be able to assist you with any billing questions or making payments and will need to direct you to call **SilverScript customer care at 1-800-837-4092**. Please watch for additional information from SilverScript in the near future as well.

Automatic Deduction from Checking/Savings Account

Beginning in 2013, your payment will be drawn from your account between the 8th and 10th day of the benefit month. For the month of January, SilverScript experienced delays and did not draw from your account until on or around January 14, 2013. February premiums will be drawn between February 8 and February 10, 2013.

Automatic Payment/Deduction from Credit Card

For members who elected to pay premiums using a credit card, beginning in 2013, your credit card will be billed between the 8th and 10th day of the benefit month. For the month of January, SilverScript experienced delays and did not bill your credit card. They will bill your credit card for January and February 2013 Premiums between February 8 and February 10, 2013.

Direct Bill Members receiving Paper Statements from SilverScript

SilverScript is experiencing delays with statement generation and expect to start mailing invoices between February 8 and February 10, 2013. Your statement will include January 2013 and February 2013 Premiums, as well as any previously unpaid amounts. Your premiums for these months will not be due until March 1, 2013. They anticipate statements for future months will resume on schedule soon.

Please call SilverScript Customer Care 1-800-837-4092 to speak to a representative who will assist you with your concerns. They are available 24 hours a day, 7 days a week.



Important Reminder about Your Mailing Address & Contact Information



Please be sure that your most current physical address, phone number and e-mail address (if you have one) is on file with the SEHP. 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 to update your contact information.

State Employee Health Plan Direct Bill & Retiree Plan Year 2013 Open Enrollment Survey

WE WOULD LOVE TO HEAR FROM YOU!

Again this year, we would like to hear from you about your Open Enrollment experience with the plan information and the enrollment process. We hope to use your feedback to further improve the plan information and enrollment process for the next Open Enrollment period.

You have two ways you can complete the survey. Your **first option** is to complete the survey online by going to the following link: <https://www.surveymonkey.com/s/directbill2013>

The online survey will remain open until February 22, 2013.

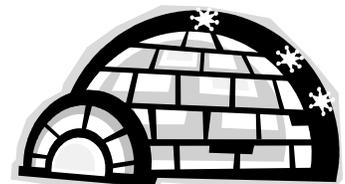
Your **second option** would be to complete the survey that follows on the next several pages and mail it back to:

**State Employee Health Benefits Program
900 Jackson St., 9th Floor
Topeka, KS 66612-1220**

Or fax it to us at:
785-368-7180



Thank you for your participation!



Direct Bill PY 2013 Open Enrollment Survey

1. Did the Open Enrollment materials help you to understand your health benefits?

- Yes
 No

2. Was the information in the Open Enrollment materials clear to you?

- Clear
 Somewhat clear
 Adequate
 Not clear at all
 Too much information

3. Did the Open Enrollment materials provide you with enough information to make well informed decisions on your health benefits choices?

- Yes
 No

4. Did you use the health plan information on the State Employee Health Benefits Plan web site in addition to the printed materials?

- Yes
 No

5. If you used the health plan information on the State Employee Health Benefits Plan web site, did you find the information informative, helpful, and easy to locate?

- Very informative and helpful
 Somewhat informative and helpful
 Slightly informative and helpful
 Not helpful and informative at all
 I did not use information from the web site

If you did not use the information from the website, please tell us why:

Direct Bill PY 2013 Open Enrollment Survey

6. The SEHP currently sends out quarterly newsletters and other mailings regarding open enrollment, wellness, and other topics. How satisfied are you with the amount of communication you are receiving from the SEHP?

- Satisfied
- Not satisfied
- Don't receive mailings

7. Do you currently have access to email?

- Yes
- No

8. If you have access to email, would you be willing to provide the SEHP with your email address, and would you like to receive information from the SEHP about your benefits via email?

- I do not have access to email
- No - I do not wish to receive information via email
- Yes - my email address is:

9. Did you use the Health Plan Comparison Booklet and Rate Charts (1 and 2)?

- Yes
- No

10. Was the information in the Health Plan Comparison Booklet and Rate Charts (1 and 2) informative and helpful to you?

- Very informative and helpful
- Somewhat informative and helpful
- Slightly informative and helpful
- Not helpful and informative at all
- I did not use the Comparison Charts

Direct Bill PY 2013 Open Enrollment Survey

11. How satisfied were you with the Open Enrollment materials?

- Completely satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Dissatisfied
- I did not use the Open Enrollment materials

12. Please tell us what you think we can do to improve the Open Enrollment materials.

13. Did you attend an Open Enrollment meeting?

- Yes
- No

14. If you attended an Open Enrollment meeting, did you find that the information presented was helpful to you in understanding your health plan options?

- Very helpful
- Somewhat helpful
- Not helpful
- I did not attend any of the meetings

Other (please specify)

15. Did you know who to ask if you had questions?

- Yes
- No

16. Please tell us what you think we can do to improve the open enrollment meetings.

Direct Bill PY 2013 Open Enrollment Survey

17. Would you be open to participating in Open Enrollment on line webinars conducted by the SEHP as another option for you to learn about your health care choices?

Yes

No

If no, please explain:

18. What factor(s) impacted your decision to select the plan of benefits you chose for 2013? [Check all that apply]

Level of benefits (deductible, co pays, etc.)

Cost

Personal needs

Other (please specify)

19. What plan did you select for 2013?

Plan A

Plan B

Kansas Senior Plan C

High Deductible Health Plan C

20. Why did you choose the plan you elected?

21. Did you use the Kansas Employee Eligibility Portal to complete your SEHP Open Enrollment?

Yes

No

Direct Bill PY 2013 Open Enrollment Survey

22. How would you rate the ease of the use of the Kansas Employee Eligibility Portal?

- Very difficult to use
- Somewhat difficult to use
- Somewhat easy to use
- Very easy to use

23. Did you receive your email confirmation statement for your 2013 SEHP elections?

- Yes
- No

24. How clear and understandable was the email confirmation statement?

- Very clear and easy to understand
- Somewhat clear and easy to understand
- Somewhat hard to understand
- Very hard to understand

25. Did you call in to the Kansas Employee Eligibility Portal Helpdesk phone line?

- Yes
- No

26. If yes, was the issue resolved to your satisfaction?

- Yes
- No

If no, please explain:

27. Please tell us what you think we can do to improve the online enrollment process through the Kansas Employee Eligibility Portal.

Direct Bill PY 2013 Open Enrollment Survey

28. How satisfied were you with the Open Enrollment Process?

- Completely satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Dissatisfied

29. Please tell us what you think we can do to improve the Open Enrollment process.

30. Did you telephone the Direct Bill Call Center?

- Yes
- No

31. If you telephoned the Direct Bill Call Center, was your call answered promptly?

- Yes
- No
- Didn't call

32. If you telephoned the Direct Bill Call Center, did you receive satisfactory answers to your questions?

- Yes
 - No
 - Didn't call
-

Direct Bill PY 2013 Open Enrollment Survey

The SEHP offered a new High Deductible Health Plan (Plan C) to our Direct Bill Members for 2013. We are interested in your thoughts about the plan itself, the information about the plan that was provided to you and your understanding of Plan C.

33. How did you first learn about the new Plan C?

- Open Materials
- Enrollment Meetings
- Family/Friends
- Other (please explain)

34. How would you evaluate the information you received from the SEHP about the new Plan C?

- Excellent—Very informative and easy to understand
- Very Good—Helpful information
- Good—Adequate to support my health plan choice
- Fair—Not as informative as I would like
- Poor—Confusing and difficult to understand

35. Did you enroll in the new Plan C for 2013?

- Yes
- No

If you did not enroll in the new Plan C for 2013, please skip to question 42.

36. If you enrolled in the new Plan C for 2013, what plan were you in for 2012?

- Plan A
- Plan B
- Kansas Senior Plan C
- Medicare Advantage plan
- Previously waived medical coverage

Direct Bill PY 2013 Open Enrollment Survey

37. What information or resources did you review/utilize before enrolling in the new Plan C? Select all that apply:

- Open Enrollment book
- Attended an Open Enrollment meeting
- Information on SEHP website
- Discussed with SEHP staff member
- Family/Friends

Other (please identify)

38. What additional information would you like to have known before you enrolled in the new Plan C?

39. How did your choice of coverage level (employee only, employee plus spouse, employee plus children, employee plus family) impact your decision to enroll in the new Plan C?

- Significantly impacted my decision
- Somewhat impacted my decision
- Did not impact my decision

40. What made you decide to enroll in the new Plan C? (Select all that apply)

- Plan design
- Affordability of premium
- I/We have few medical expenses and wanted the lowest cost plan
- Other (please explain)

Direct Bill PY 2013 Open Enrollment Survey

41. What features of the new Plan C are the most important to you? Please rank the following with “1” being the most important and “3” being the least important to you.

	1	2	3
Plan design	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordability of premium	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I/We have few medical expenses and wanted the lowest cost plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

42. If you didn't choose the new Plan C for 2013, please tell us why. Please select all that apply.

- I am concerned about being able to afford the plan deductible
- I prefer paying a higher premium and having lower cost if medical care is needed
- I am concerned about my ability to pay for healthcare costs if I have an unexpected illness or accident
- The new Plan C was difficult to understand
- Other (please explain)

43. What plan design features would motivate you to enroll in the new Plan C? Please rank the following with “1” being the most important to you and “3” being the least important to you regarding the new Plan C.

	1	2	3
Lower the deductible on Plan C	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lower the Plan C premium rate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Other (please explain)

44. What comments do you have regarding the new Plan C?

45. Please tell us if there is a benefit or topic that you would like to have more information about.



Department of Health
and Environment

Division of Health Care Finance



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

PRESORTED
STANDARD
US POSTAGE
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TOPEKA, KS