



Reminders...

- Lines are muted...
- Please submit your questions via the chatbox on your zoom screen

Communications Subcommittee Open Forum Meeting

September 21, 2023

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A UNISON RISK ADVISORS Company

Agenda

- **BIG NEWS:** Optum to replace Walmart
- Brook+ Program Overview
- Healthcare Bluebook update
- Website Activity
- Medicare Reminder
- Flyers to Distribute to Your Employees

BIG NEWS: Optum to Replace Walmart

- **Capital Rx, the provider of your pharmacy coverage, has informed us that effective January 1, 2024, Walmart will be replaced as the provider for home delivery (i.e., mail order) and specialty pharmacy services.**
- Capital Rx decided to move to Optum Home Delivery and Optum Specialty Pharmacy for these pharmacy services after a comprehensive selection process.
- Some members using Walmart have reported:
 - Long call center wait times;
 - Poorly trained representatives; and,
 - Issues with the auto-fill process not working smoothly.
- *Capital Rx believes service will be greatly improved with the new vendor, Optum.*



BIG NEWS: Optum to Replace Walmart

Here are a few of the enhancements that members can look forward to experiencing:

- Improved call center service. Optum Pharmacy is well staffed to not only support current members but also any growth in the number of members.
- A customer care service model that will ensure Optum representatives are specifically trained to handle calls from NY44 members.
- Additionally, Capital Rx representatives will have access to data within Optum's pharmacy system which will enable Capital Rx agents to answer questions specific to prescription receipt and order processing.
- Optum will provide a more efficient and user-friendly auto-refill program. Members with eligible medications can easily enroll in the auto refill program using the member portal.
- Members can choose to receive auto refill communication via text message or email.
- There will be enhanced mobile app and website capabilities which will support online refills, medication pricing and many other exciting features.

BIG NEWS: Optum to Replace Walmart

Capital Rx has a comprehensive communication plan to ensure all members are informed of this change. Here are communications you can expect to receive prior to the January 1, 2024, effective date.

- **1st Communication**

Members currently filling medications with Walmart Mail Order and/or Specialty Pharmacy will be sent a notice of change letter in the mail. This will detail the change taking place and outline any next steps.

- **2nd Communication**

All members will be sent an informative postcard in the mail regarding the transition to Optum Home Delivery and Optum Specialty Pharmacy.

- **3rd Communication**

Members currently filling medications with Walmart Mail Order and/or Specialty Pharmacy will receive a phone call to remind them of the transition to Optum Home Delivery and Optum Specialty Pharmacy.

- **4th Communication**

Members with Walmart Mail Order and/or Specialty Pharmacy prescriptions *that have viable refills* will receive a phone call from an Optum Pharmacy representative to offer support with registration or with requesting a new prescription from the prescriber.

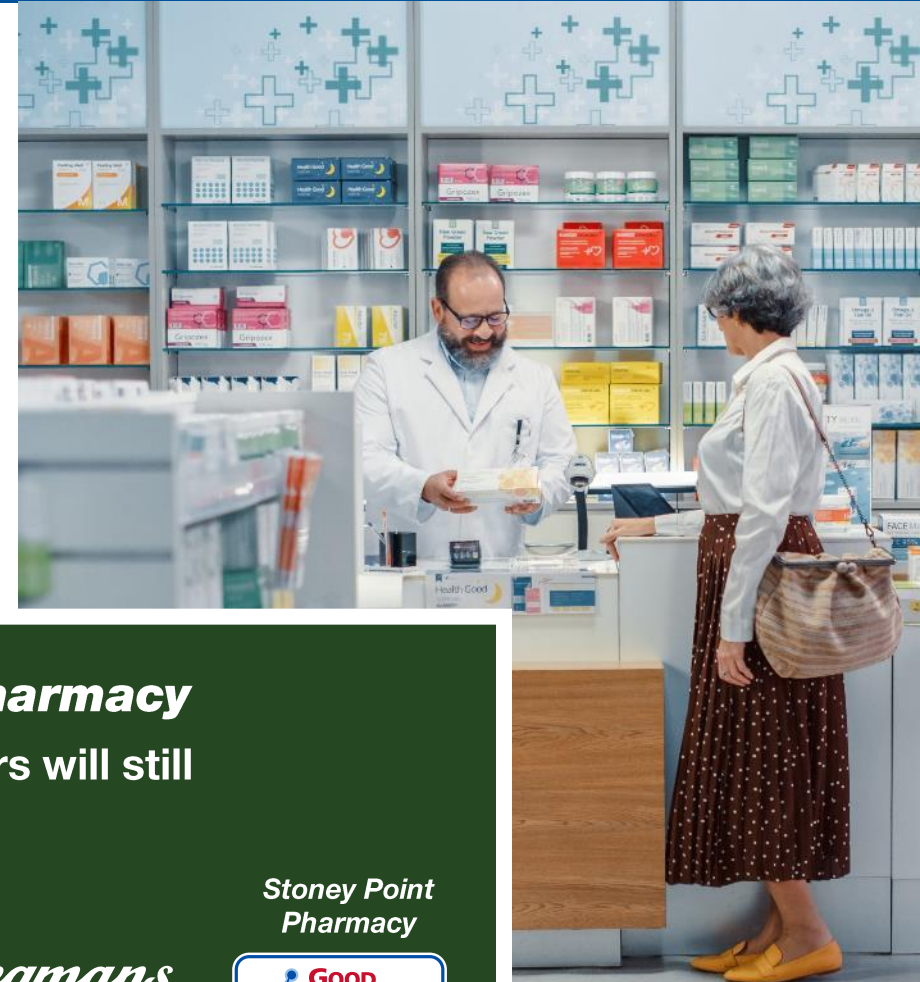
Specific release dates for each communication are being finalized. We will provide more details to keep you informed.

BIG NEWS: Optum to Replace Walmart

In addition to the communications from Capital Rx, the NY44 Health Benefits Plan Trust will be sending out communications.

There will be information:

- Sent directly to members;
- Information provided to benefit administrators for distribution to members; and,
- Information on the NY44 website (www.ny44.e1b.org).



IMPORTANT INFORMATION: Wegmans and Stoney Point Pharmacy

Even after the January 1, 2024, change from Walmart to Optum members will still have the option to use Wegman's and Stoney Point Pharmacy.

This is an important change which will provide better service. However, members will need to stay alert for these communications. Anytime members have questions they can call the Capital Rx Member Help Desk: 1-833-772-2779 (open 24/7).

Wegmans
pharmacy

Stoney Point
Pharmacy



Brook+ Program Overview

- The Brook+ program is a Diabetes Prevention Program.
- According to the American Diabetes Association:
 - Over 37 million Americans have diabetes;
 - Another 96 million have prediabetes; and,
 - Today, diabetes causes more deaths than breast cancer and AIDS combined.
- Good news: People can significantly reduce the risk by making simple, daily lifestyle changes, which is what the Brook+ program is designed to do.
- Joining a Diabetes Prevention Program can cut the risk of developing type 2 diabetes in HALF.

brook+

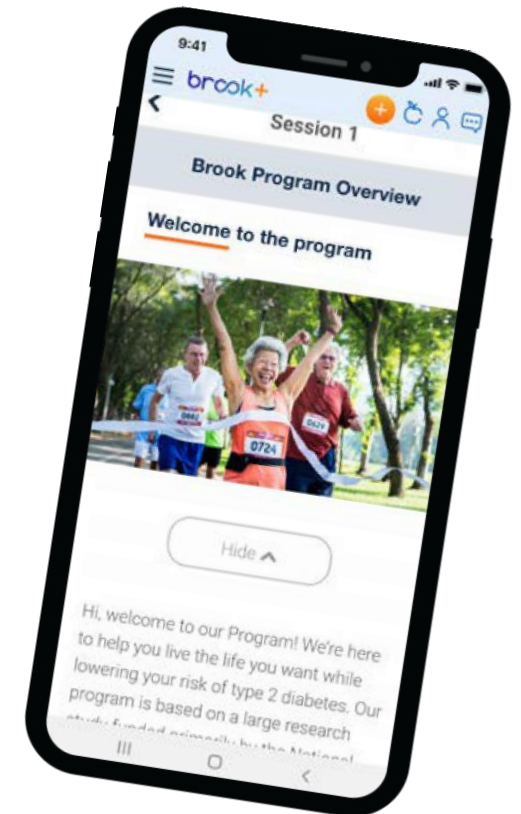


Brook+ Program Overview

- Brook+ is a fully digital program certified by the Centers for Disease Control (CDC).
- Members work the program on their time and their own pace but there is a personal *Health Coach* every step of the way.
- Members must qualify to join the program.
- It's easy to see if you qualify by taking the 1-minute health quiz.
- Members who are eligible can join immediately by entering member ID information.

There is no cost to members for this program. It is provided as part of the NY44 Health Benefits Plan Trust medical plan benefits.

brook+



Healthcare Bluebook Update

- With healthcare costs varying widely between network providers, Healthcare Bluebook can take the mystery out of cost savings.
- Selecting low-cost/high-quality care can help reduce out-of-pocket expenses.
- Members can shop for prices and locations with their doctor using the Healthcare Bluebook mobile app.
- The member can then decide which location fits your budget and your medical situation.
- Since implemented in April, the Healthcare Bluebook program has grown in popularity with members.
- Over 500 members a month utilize the program to compare healthcare costs.
- Plus, members can earn rewards for selecting a lower-cost/high-quality provider for their healthcare services.

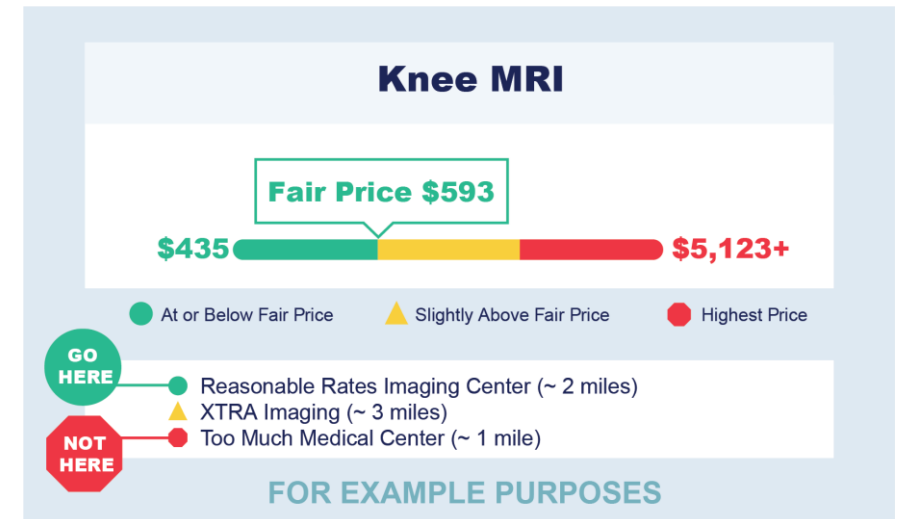


Healthcare Bluebook™

Healthcare Bluebook Update

- There are a wide variety of services it pays to shop.
- Here is a list of the top 10 services that NY44 members have shopped:

- 1. Gastroenterology**
- 2. Mammography**
- 3. Orthopedic Surgery**
- 4. MRI**
- 5. X-rays**
- 6. Ultrasound**
- 7. Ophthalmology**
- 8. CT Scans**
- 9. Sleep Studies**
- 10. Ear, Nose & Throat**



Healthcare Bluebook Update

Rewards!

- NY44 members have received over \$1,000 in rewards through June.
- Rewards are earned by visiting “green” providers for rewards-eligible procedures. *
- Members do not have to submit any special forms to get a reward. Healthcare Bluebook does all the processing and there are no additional forms to submit.
- Remember, a reward cannot be earned until the claim is submitted to insurance carrier.
- There is typically a two-month delay between when the reward is earned, and reward is issued to the member. July rewards will be reported in September and August rewards in October.

Members with questions can call the Healthcare Bluebook support line at 1-888-316-1824.

** Members must “search” before the procedure to qualify for the reward.*



Healthcare Bluebook™

Website Activity

Users and Pageviews

	04.01.23 – 06.30.23 (Q2)		07.01.23 – 09.15.23	
	Web Page	Views	Web Page	Views
1	Enrollees	609	Enrollees	419
2	W – Medical	522	HealthCare Bluebook	365
3	Western Region	351	W Medical	289
4	Participating Schools	346	Western Region	270
5	HealthCare Bluebook	304	Participating Schools	240
6	Contacts	251	Contacts	221
7	W – Dental	142	W Pay Less	205
8	About The Trust	139	Brook+	151
9	Capital Rx	116	About The Trust	104
10	W – Forms Documents	110	Wellness Tips	95
11	E – Medical	100	Capital Rx	91
12	Trust Documents	81	Trust Documents	82
13	FAQs	80	Meeting Minutes	79
14	Fast Facts	74	Board of Trustees	78
15	2022 Open Enrollment	67	Fast Facts	72
16	Eastern Region	67	W Dental	66
17	Wellness Tips	67	Eastern Region	65
18	Board of Trustees	52	W Forms Documents	64
19	W – Vision	50	E Medical	56
20	News Briefs	49	W Vision	56

Important Information About Medicare

- Enrollees and family members covered as dependents who are eligible for Medicare and for whom Medicare would be the primary payer are required to enroll in both Medicare Part A and Part B to remain eligible for the NY44 Trust Coverage. Failure to timely enroll in Medicare will result in termination of coverage.
- When Medicare is the primary payer, the NY44 Trust will pay eligible expenses only on benefits not covered by Medicare Part A and Part B, in accordance with the Summary Plan Description.
- Regardless of employment status (Active or Retiree), Medicare is the primary payer for Medicare-eligible domestic partner and any Medicare eligible children of a domestic partner, and they must obtain Part A and Part B, regardless of their age.
- You can find information on the Medicare page of the NY44 Trust's website regarding how Medicare coordinates with NY44 Trust coverage. Go to: www.ny44.e1b.org/enrollees/medicare.



Flyers to Distribute to Your Employees

Healthcare Bluebook.

Save big bucks with Healthcare Bluebook.



Did you know that you can shop for medical care in the same way you can shop for other products and services?

Healthcare Bluebook is a new resource for everyone enrolled in the NY44 Health Benefits Plan Trust. Use it to help you shop for care and you could save big bucks. It's easy!

Be Prepared and Save!

Below is an example of the huge price differences for the same procedure depending on where you go for care. Don't pay more than you have to. Shop for procedures in Healthcare Bluebook and pick a Fair Price™ (green) facility for your care.



Below are examples of shoppable services:

- ACL Surgery
- Breast Biopsy
- Carpal Tunnel Surgery
- Cholecystectomy
- Colonoscopy
- CT Scans
- Ear Tube Placement Heart
- Perfusion Imaging Hip
- and more!

There is no cost to use Healthcare Bluebook and you can also earn a cash reward in addition to lower healthcare costs.

NEED MORE INFORMATION?
Scan the qr code or visit www.ny44.e1b.org/healthcare-bluebook

HAVE QUESTIONS? Contact Healthcare Bluebook directly.
Phone: 800-341-0504 | Email: support@healthcarebluebook.com

NY44 Health Benefits Plan

Introducing The Brook+ Diabetes Prevention Program



Brook+ Proven Results

- 45% of active participants lose at least 5% of body weight and average 150 minutes of weekly activity
- Over 30,000 members enrolled since 2016
- Full CDC Recognition

The Brook+ Experience

Getting Started: Meet your Health Coach and receive your digital scale.

Weeks 1 - 16: Watch your weekly video, meet with your Health Coach to set goals, and track your progress. After 4 weeks of participation, you'll receive your fitness tracker voucher.

Weeks 17 - 52: Build on skills covered in weeks 1 - 16 with your Health Coach to maintain progress and build lasting habits.

Curriculum Blocks:

- Eat the Foods You Love
- Overcoming Challenges
- Being Physically Active
- Staying Motivated
- Keys for Stress & Sleep

Independent Health is teaming up with Brook+ to provide you with a new, proven way to help you lose weight, boost your energy, and reduce your risk for type 2 diabetes.

Brook+ is a fully digital program certified by the Centers for Disease Control (CDC) and recommended by Independent Health. You work the program on your time with your personal Health Coach there with you every step of the way.

See if you're eligible to join by taking the 1 minute (really!) health quiz. If you're eligible you can join immediately by entering your Independent Health member ID information.

There is no cost to you for this program.

It is provided as part of your NY44 Health Benefits Plan Trust medical plan benefits.



Learn more and see if you're eligible.
www.ny44.e1b.org/brook

Independent Health. **brook+**

Change to Optum Home Delivery And Optum Specialty Pharmacy

COMING SOON!



QUESTIONS



Thanks
for Attending!

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