

NEWSLETTER

NY44 HEALTH BENEFITS PLAN TRUST | *End of Year 2023*

A Message from the Chair and Vice Chair of the NY44 Health Benefits Plan Trust

It is hard to believe another year is winding down. The Holidays and the New Year are around the corner. As the calendar year prepares to turn over, we have reminders and updates to share.

Starting in January, Optum will replace Walmart as the source for home delivery (mail order) of your prescriptions. Capital Rx, our prescription vendor, has made this change to ensure our members receive the best possible service. Optum is a division of UnitedHealth Group, one of the largest healthcare companies by revenue and the largest insurance company by net premiums. Capital Rx believes Optum will greatly improve support. Members using Walmart for home delivery of prescriptions have experienced long call center wait times, poorly trained representatives, and issues with the auto-fill process. We have included more information in this newsletter.

We would like to remind members of the advantages of the Brook+ program. Brook+ is a diabetes prevention program that helps you build lasting healthy habits to lose weight and reduce your risk of diabetes. According to the Diabetes Research Institute Foundation, over 11% of the U.S. population has diabetes. Diabetes is associated with severe complications such as heart disease, stroke, blindness, and kidney failure. It's a voluntary program completed at your own pace with a personal health coach available to you with every step.

As you know, NY44 Health Benefits Plan Trust partnered with Healthcare Bluebook last spring. Healthcare Bluebook allows you to compare costs between providers and select high-quality providers with lower costs. We will be launching a Healthcare Bluebook engagement game to help members better understand Healthcare Bluebook and its benefits. The game will run from December 11, 2023 through January 10, 2024. In addition to the information within the newsletter, look for additional communications in the coming weeks.

We encourage you to take a moment to familiarize yourself with the comprehensive range of benefits covered in the newsletter. We are here to make the most of your membership.

Best Regards,

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The NY44 Trust website is your go-to source for all the latest updates on the plans offered by the Trust. For fast access just scan this QR Code.



EFFECTIVE JANUARY 1, 2024



Optum[®] Home Delivery and Optum[®] Specialty Pharmacy will provide for home delivery (i.e., mail order) and specialty pharmacy services.

Capital Rx has moved pharmacy services to Optum Home Delivery and Optum Specialty Pharmacy. Here are a few of the enhancements you will receive through Optum:

- **Improved Call Service** - Optum Pharmacies will provide improved call center service. Optum Pharmacies are well-staffed to support current members and any future membership growth.
- **Better Informed Service Agents** - Optum customer care representatives are trained specifically to service calls from NY44 Health Benefits Plan Trust members. Capital Rx representatives will also have access to Optum's pharmacy system data, enabling Capital Rx agents to answer questions about prescription receipt and order processing without transferring your calls to an Optum Pharmacy agent.
- **Improved Auto Refill** - Optum Pharmacies 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 Capital Rx member portal. The portal enables Members to customize auto-refill communications via text or email.
- **Enhanced Capabilities** - Optum offers enhanced mobile app and website capabilities to support online refills, medication pricing, and other exciting features.

We will continue to notify members of the upcoming change. Over the next few weeks, members filling medications with Walmart Mail Orders will receive a phone call from Capital Rx and Optum Pharmacy to aid in the transition over to Optum before the New Year.



Scan the QR Code to watch the Optum Change video



IMPORTANT INFORMATION: WEGMANS AND STONY POINT PHARMACY

Members still have the option to use the Wegman's and the Stony Point Pharmacy even after the January 1, 2024, mail order switch to Optum.

The NY44 Health Benefits Plan Trust will continue to allow 90-day maintenance mail orders to be filled at Wegmans retail locations. Rockland County area enrollees can continue to use Stony Point Pharmacy as an alternative.



THE BROOK+ DIABETES PREVENTION PROGRAM

As you may recall, we recently introduced Brook+ to NY44 Health Trust members. Brook+ is a 12-month program that helps you build lasting healthy habits to help you lose weight and reduce the risk of diabetes.

- **Personalized Health Coaching:** Brook+ offers access to health professionals and digital coaching tools to provide customized advice on diet, exercise, and lifestyle changes that can help manage blood sugar levels and reduce the risk of developing diabetes.
- **Monitoring and Tracking:** Users can track their blood sugar levels, food intake, physical activity, and other health metrics. This data can be used to tailor recommendations and monitor progress.
- **Educational Resources:** Brook+ provides informational tools, including webinars, recipe videos, group support, and more. Brook+ resources are designed to educate members about diabetes prevention and management, including dietary guidelines, exercise tips, and better understanding of blood sugar patterns.
- **Integration with Smart Health Devices:** The platform can integrate with various health monitoring devices like glucose meters, smartwatches, and fitness trackers to automatically record and analyze health data.



Brook+ is certified by the Centers for Disease Control (CDC) and recommended by Independent Health.



See if you're eligible to join by taking the 1-minute health quiz. You can join immediately by entering your member ID information if you qualify.

Visit www.ny44.e1b.org/brook or scan the QR code to see if you are eligible.

The program is part of your NY44 Health Benefits Plan Trust Medical plan benefits. **There is no cost to you.**

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 have enrolled since 2016
- Full CDC Recognition



Healthcare Bluebook™

PRICE IS RIGHT

NY44 Health Benefits Trust is proud to partner with Healthcare Bluebook. Healthcare Bluebook is an online resource designed to help members save money on medical care. Healthcare Bluebook provides a searchable database that lists the fair price range for any medical procedure based on actual costs. Price transparency allows patients to shop around, negotiate better deals, and avoid overpaying.

Healthcare Bluebook will conduct the Price is Right Game starting December 11, 2023 and running through January 10, 2024. The Price is Right Game is an engagement game that introduces users to the dramatic price differences you can find from one facility to the next by shopping for care, just like they would shop for any consumer product. After applying pricing concepts like the above, users are incentivized to register and download the Healthcare Bluebook mobile app.

The Game is engaging, fun, educational and takes just minutes. Users who complete the Game and download the app on or before January 10, 2024, will be entered to win one of three \$50 Visa Gift Cards. Immediately following the Challenge's conclusion, Healthcare Bluebook will select three random NY44 Health Benefits Trust members as winners of the Visa Gift Cards.

Healthcare Bluebook can help members research procedure costs, compare options, and select high-quality, fairly-priced healthcare services.

Go to www.ny44.e1b.org/healthcare-bluebook or scan the QR Code to learn more and get started!





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All your NY44 benefits online!

www.ny44.e1b.org



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