

# CommunityOptions



## The Community Health Options Newsletter

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### **Spring Reminder - Go Green!**

Over the next few months Health Options will offer Members the ability to receive important communications, including invoices and Explanation of Benefits (EOBs), electronically through the Member portal. This will add another environmentally friendly option to the portal, which can also be used to:

- Select or assign your primary care physician (PCP),
- View your benefits and claims,
- Enroll with Rx Savings Solutions to save money on prescription drugs,
- Access over 6,000 health-related topics, and
- Pay your monthly premium online or set up automatic recurring payments (AutoPay).

Using your secure Member portal to autopay your premiums is another great way to go green. No checks, no stamps, no envelopes, and no worries, just

the knowledge that your monthly premium payment was made automatically, securely and on time.

The portal's plain language and straightforward menu options make it easy to use, and additional enhancements are coming soon. If you haven't created your Member account yet, give it a try! Go to [HealthOptions.org](https://www.healthoptions.org) and sign up today.

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## **Health Options Online for Behavioral Health**

Members can take advantage of a convenient way to receive behavioral health services through the new Health Options Online program. It enables providers to treat a full range of mental health and substance use disorders via remote access using video conferencing and smartphones. This innovative program not only eliminates the need to travel to appointments; it also increases access to providers currently in network, makes additional providers available, and reduces appointment waiting time.

Cost sharing applies to this covered service based on your plan design. Access to these services is available through the Member portal. Additional information is available in the Health & Wellness section of the portal, and on [HealthOptions.org](https://www.healthoptions.org).

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## **Member Orientation Online Webinar**

Health Options recently presented a series of in-person and webinar-based orientation sessions to help our Members understand their health plan and benefits. The sessions covered a variety of topics, including how to get the most out of your coverage, ways to save money on medical and prescription costs, and how to self-serve via your secure Member portal. The recorded webinar is available for access on our website at <https://www.healthoptions.org/individuals-families/resources/>, and click on the Videos tab.

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## **Quality Improvement Program**

For Community Health Options, "high-quality healthcare benefits" is much more than a mission statement catchphrase. It's a commitment to a continuous, company-wide process to ensure that our plan offerings meet National Committee for Quality Assurance (NCQA) standards. Health plans must obtain NCQA accreditation before they can offer coverage on the Marketplace.

Here's a quick glimpse into what that effort entails:

<https://www.healthoptions.org/individuals-families/resources/> click on Guides and scroll down until you see Annual Quality Improvement Plan.

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## Achieving Call Center Excellence

Most callers to Member Services during our sixth annual Open Enrollment period were highly satisfied with the quality of their interaction. Respondents to the post-call survey overwhelmingly said that their call was answered in a timely way, handled with courtesy and respect, and that they received the information they needed. Current statistics show that through the first months of 2019 the call center accomplished new record service levels, routinely answering most calls within thirty seconds.

Kudos to our Member Services Associates for providing outstanding service to our Members and partners every day of the year!

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## Chronic Illness Support Program and Preventive Drug List Changes

Community Health Options periodically implements changes in its programs and drug lists as well as the formulary. Several changes in the Chronic Illness Support Program (CISP) and Health Savings Account (HSA) Preventive Drug list will go into effect on July 1, 2019. The specific changes are described below. We will notify Members who are impacted by these changes by postal mail.

### Chronic Illness Support Program (CISP)

- Spiriva Handihaler and Spiriva Respimat are being removed from the formulary and therefore also being removed from the CISP program.
- Tudorza Pressair and Incruse Ellipta will be the preferred alternatives to Spiriva.
- Wixela Inub will be added as a generic alternative to Advair (Advair will remain in the CISP program).

### HSA Preventive Drug List

- Spiriva Handihaler and Spiriva Respimat will be removed from the formulary and therefore removed from the preventive drug list.
  - Tudorza Pressair and Incruse Ellipta will be added as the preferred alternatives to Spiriva.
  - Wixela Inub will be added as a generic alternative to Advair (Advair will remain in the HSA program).
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## Drug Formulary Changes

Changes to Health Options' drug formulary (in this case, the removal of certain medications) also become effective July 1, 2019. Members who are impacted by these changes will receive a letter by postal mail that includes the formulary alternatives where an alternative is available. You can also view formulary exclusions with preferred alternatives on the Health Options website under the drug formulary section. If you are currently prescribed one of these medications, you should contact your provider to discuss formulary alternatives.

Members and providers have the right to request an exception to coverage. Please have your provider submit the applicable authorization request along with clinical justification to Express Scripts (Pharmacy Management). Express Scripts can be reached at:

Telephone (PA line): (800) 753-2851

Fax: (877) 329-3760 or

Electronic PA (ePA) at [www.esrx.com/pa](http://www.esrx.com/pa)

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## Stay Connected

