

PEIA INFORMATION

Will there be a list of iSelect MDs to call in the new Shopper's Guide?

The telephone number and the access code for iSelect MD is in your Shopper's Guide, Summary Plan Description and on the PEIA website.

Are you going to share information on iSelect MD? Is Non-State employees able to use it?

The iSelect MD program is for all PEIA PPB policyholders and dependents. More information can be found in the Shopper's Guide, Summary Plan Description and on the PEIA website.

Will there be any changes on the PEIA website for Benefit Coordinators to enroll new members or make monthly PEIA payments?

Benefit coordinators will see no changes in their day to day process for PEIA. Our system has not changed. You will enroll, make changes and pay premiums through our MMB site.

Will payments still be made through the PEIA web site?

Payments will continue to be made in the MMB site and processed in the Web Contributions portal. This has not changed.

Does the UMR Portal replace the Manage My Benefits link?

PEIA has not changed their website. We continue to require that you make changes for your employees on the MMB site.

When will benefit coordinators need to create new login id's with UMR?

A Benefit Coordinator should only create a login for UMR if they are the policyholder or dependent on a PEIA PPB plan.

Will we get printed material on this info?

Information will be in the Shopper's Guide and Summary Guide Description.

Will this information be online or emailed to us?

The PowerPoint slide and the Benefit Coordinator Town Hall Frequently Asked Questions will be available on the PEIA web site.

Does the BC always supply the SPD or will PEIA mails an SPD to each new enrollment?

PEIA supplies the agency with SPDs and SG for new hires. If you need more, please contact Jill Beaty at susan.j.beaty@wv.gov.

Will the UMR information be in the Shopper's Guide?

UMR contact information will be in the Shopper's Guide and the Summary Plan Description.

Will all employee's get a new shopper's guide and a summary plan description PPB?

Employees enrolled in a PPB plan will receive a copy of the SPD and SG unless they have enrolled in the e-documentation program in MMB which opts them out of paper forms. They will receive an email link to the SPD and SG on our PEIA.wv.us website.

Will the information shown be able to be printed?

The PowerPoint slide and the Benefit Coordinator Town Hall Frequently Asked Questions will be available on the PEIA web site.

UMR PORTAL AND NEW CARDS

Is there a way to see the out of state providers before July 1 when we have access to the website?

The provider lookup for UHC network outside of WV before July 1 can be found on uhc.com, Find a Provider, Choose "Choice Plus" network, and continue the search inputting the information as requested. *Remember, use of in network providers must have prior approval for the highest level of benefits under the PEIA Benefit Plans.*

Is there a way to print a sample of the card to show our employees what to be on the lookout for?

The sample ID card has been posted to the PEIA web site at wvpeia.com.

When we receive our new ID cards, there is a sticker to call. Is it a must to call and what exactly why are we to call?

This sticker is to ensure updates to whether a member has other insurance in order to speed up the processing of any member claim received after July 1.

If employees had a HealthSmart account how soon can they enroll under UMR?

The website for UMR will be available to members on July 1, 2019

Is the UMR portal accessed on the UMR.com website?

You will find the portal by going to PEIA.wv.gov and clicking on Partners, then UMR.

If we received 3 id cards from HealthSmart will we receive that many from UMR?

Normally, a member with a family plan will receive 2 cards. You can go to the UMR portal to order more or call them at 888-440-7342. If you or a dependent are a member of the CCP program, you will receive a card for you that has the name of the doctor listed on it.

Is there a charge for ordering more?

Additional ID cards are at no expense to the member.

It was mentioned there will be a sticker with a phone number on the new member cards. Please tell us again what this is for.

This sticker is to ensure updates to whether a member has other insurance in order to speed up the processing of any member claim received after July 1.

Can the benefit coordinators order ID cards for EE's?

BCs should not be ordering new cards for members. It is the responsibility of the member if they would like new cards. They can do so by going online at the MMB portal, the UMR portal or calling UMR after July 1.

You mentioned new cards would be issued June 17, and the old cards should be destroyed. Does this mean that you use your new card before July 1?

You should receive your new card before July 1, however, you cannot use it until July 1. At that point you can destroy your HealthSmart card.

You stated Humana & Health Plan employees will not get new cards. Will Healthsmart still be their administrator?

HealthSmart has never been the administrator for these two plans.

When will they receive their new ID cards?

New ID cards are being mailed beginning July 20.

Can you repeat what date are new cards being sent out?

Cards are being mailed starting Thursday, June 20th.

Will the member number on the insurance ID cards be changing?

The member ID number will not be changing.

To verify, BC'S are not responsible for requesting Ins. Card?

Benefit Coordinators should not need to be involved in requesting ID cards for any member. They can do so by going online at the MMB portal, the UMR portal or calling UMR after July 1.

Will employees be able to log on UMR's website and print new cards?

Members can do so by going online at the MMB portal, the UMR portal or calling UMR after July 1.

All members will be required to call in to activate new id cards, correct?

ID cards will come with a sticker on the front and request the member call to update their Coordination of Benefits and Coordination of Prescriptions.

Why do you have to activate your card?

By calling and updating your COB/COP, you are making sure that as of July 1, claims can get paid properly.

If an employee updates their address in the next week, will the new cards be able to be mailed to the new address.

Addresses changed after June 6 will not get their cards at their new address.

What about members who have not updated their mailing address and do not receive new id cards?

Members who have not updated their addresses before June 6 will probably not receive their new ID cards. Members can get new ID cards by going online at the MMB portal, the UMR portal or calling UMR after July 1.

Would you please verify the email address for UMR.

UMR does not have an email address. You can chat with a customer service care representative on the UMR portal or call and talk to them.

What is the UMR Website?

UMR.com

In a life event change will a new ins. card be mailed out?

If a member adds a new dependent and it becomes a family plan, a new card will be mailed out. If they are already a family plan, no new card will be issued, but they can order one by going online at the MMB portal, the UMR portal or calling UMR after July 1.

If a policyholder has a name change, will a new card be issued?

Yes.

Will the id numbers for members remain the same?

Yes, ID number will stay the same as they are now.

If ID numbers are staying the same, could we go ahead and open a member portal on UMR?

You cannot open a member portal account until July 1, because it is not available until then.

UMR GENERAL INFORMATION

Will the benefits be the same that we had with PEIA?

The benefits will be the same as what we described in the Shopper's Guide you received in April. This change in administrators will only change:

- The medical claims processor
- the out-of-state provider network

the provider of precertification of the services required in the SPD and prior approval for out-of-state

It was shared in the open enrollment meetings that we would see an improvement with prescription approval starting July 1. Is that correct?

At open enrollment we shared that beginning July 1, Tier 3 drugs will have a new approval process to try to change the copay from 75% to \$25.

Will we use Rational Drug for medication prior authorizations or CVS Caremark?

Non-specialty medication prior authorization requests will continue to go to Rational Drug Therapy Program as they always have.

Specialty prior authorization requests for self-administered specialty medications (oral or self-injectable) will go to CVS Specialty.

All the info that Corry spoke of, is it on a PowerPoint presentation so we can print it out?

No, this information is contained in the SPD regarding Care Management programs and resources available to the PEIA members

Did they say that UMR will have the same phone number as HealthSmart?

UMR will have the same telephone number that HealthSmart had, 888-440-7342

Can you tell us about the chat feature with plan advisors?

The chat feature is available on the UMR website and you can speak to the UMR customer service real time.

The Health Plan. Will any of this really affect them?

These changes will only apply to members in the PPB plans. The Health Plan members will not be affected.

Will the instruction for appealing Tier 3 drugs be in the SPD?

The information regarding appealing for the Tier 3 drugs will be online at PEIA.wv.gov and in the Summary Plan Description.

PRE-APPROVAL

If someone has prior approval with Health Smart, but the procedure is after July 1, will they have to recall for pre-approval?

HealthSmart approved authorizations that crossover the July 1 period with UMR will be honored as approved by HealthSmart.

Do we need additional approval from UMR for surgery in July?

If you received approval from HealthSmart for a procedure in July, UMR will honor that.

If we have employees who are doing procedures in the month of June and that will extend past July 1 does it require new pre-approval?

UMR will honor any pre-approval HealthSmart has made for a member.

We have an employee that has done a sleep study today that was approved through HealthSmart but post op appointment is now set for

September so what will they need to do about post op and possible CPAP machine.

UMR will honor any pre-approval HealthSmart has made for a member.

If a participant was pre-approved for a surgery, but the surgery cannot be scheduled until August, do we need something from UMR?

If surgery is not going to happen within the allotted time given by HealthSmart, you should contact UMR for a new approval.

The surgery approval letter was for 90 days, so do I need something from UMR?

If surgery is scheduled within the 90 days that HealthSmart approved, UMR will honor that approval.

BORDERING COUNTIES

WV border VA included or excluded?

Bordering counties are now considered in state for the purpose of copayment with the exception of Boyd County, KY and Washington County, OH.

Are all members information released to the Disease Management team? For example, if a member is diabetic?

UMR and PEIA are going to try to work together to get all members in a disease management program transferred. However, it is a good idea if you are interested in the program to contact UMR.

If you live in WV and need treatment in Virginia will this be covered, how much of a co-pay. if any?

Bordering counties are now considered in state for the purpose of copayment with the exception of Boyd County, KY and Washington County, OH. If you go for care in any other county in Virginia, please be sure to go to an in-network provider and get it pre-approved.

If a policyholder lives outside of WV, do they still need to get prior approval for outside of WV providers?

A member that has residence outside of WV should always choose an in-network provider and it is never a bad idea to have approval.

So just to confirm no facility fees from July 1 going forward? even in bordering counties?

Correct. As of July 1, 2019, PEIA will not have any fee limits.

Will Mercer County receive the increase to 80/20?

Mercer County is in West Virginia and therefore will be covered at the in-state rate for your plan, either 80/20 or 70/30. It will not matter if you are a Non-state agency, the same rules apply.

If a patient is seeing a doctor at Nationwide Children's Hospital to see specialists. Will this be covered?

If the facility is in network and preapproved, it will be covered at the out of state rate.

If a provider is billing PEIA successfully now but is not in network for United Healthcare / UMR, will the provider continue to receive PEIA payments successfully after July 1?

A WV licensed provider does not need to be in the UHC network in order to bill UMR for services rendered to PEIA participants. Providers should verify they are set up for electronic funds transfer (for their reimbursements from UMR to be done electronically versus a paper check) with Optum. Providers will understand what that means.

CLAIMS PAYMENT BY HEALTHSMART

Is it true Healthsmart is paying claims until Nov?

They are paying run-out claims. Claims processed later for procedures prior to July 1, 2019.

If a claim is billed to HealthSmart after October 31 for procedures prior to June 30, will they not be paid?

It will be paid, however, because of the contract runout, it will be a much more involved process and more time consuming.

If there is a delay, will the claim be paid? Will the employee have to work to get the claim paid or will that be handled by PEIA?

It will be paid, however, because of the contract runout, it will be a much more involved process and more time consuming. PEIA will work with HealthSmart to get the claims paid.

Will claims be mailed to same address currently being used?

Claims after July 1 will be sent to UMR. Claims previous to July 1 will be sent to HealthSmart.

What is the claims mailing address, Payer ID for electronic claims submission and will there be EDI enrollment for claims submission and ERA's?

All this information will be displayed on the back of the member's ID cards. A sample has been posted to the PEIA website at peia.wv.com.

OOA FORMS

What about dependents that live outside wv - is there a dependent out of area form that will need to be completed?

PEIA does have an out of area form for members to fill out for their dependents that live outside of WV. It is a good idea to fill that out and send it to UMR.

If they have already completed the out of area dependent form for PEIA will they need to complete a new one for UMR?

PEIA will make every effort to transfer that information from HealthSmart, however, it would not be a bad idea to fill out a new form and send it to UMR after July 1.

Is the Out of Area Dependent form on PEIA's website?

https://peia.wv.gov/Forms-Downloads/Documents/ppb_plans/members/Dependent_Out_of_Area_Benefit_Form.pdf

EOB

Will members continue receiving EOBs in the mail as they did with HealthSmart?

If a member has received EOBs in the mail in the past, they will continue to do so. However, they should sign up for paperless on the UMR website if they wish to not receive them.

Will the employees be sent information on how to sign up at UMR for EOBs?

This information will be in the welcome packet from UMR that contains your ID card.

What about employees who do not know how to use computers?

PEIA is not making it mandatory to sign up on the UMR portal. Members can get their information mailed to them just as in the past.