

# Benefit Matters

August 2010

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## Holiday Hours

Our offices will be closed September 6 for Labor Day.



## Healthcare Reform E-update Keeps You Informed

As you know, several changes are coming this September as part of federal healthcare reform. We know that as an employer, you have many questions and concerns. To help you stay informed on these important issues, we encourage you to sign up for our new Healthcare Reform E-update.

Topics slated for upcoming issues include:

- Grandfathered plans
- Pre-existing conditions exclusions
- Lifetime and annual limits
- Rescissions
- Patient protections

Learn the latest information about how these changes may affect your business and your employees, and what actions you may need to take.

To sign up, simply visit the Healthcare Reform Resource Center of our Web site, [www.pacificsource.com/healthcare-reform.aspx](http://www.pacificsource.com/healthcare-reform.aspx) and click on the "Sign up now" link on the right side of the page. Or you can browse directly to the online form at: <http://www.surveymonkey.com/s/R95TGXD>.

## New Weight Watchers Program Helps Members Reach Weight Goals

We are excited to share the news of a new program designed to help members attain and maintain a healthy weight. During the one-year pilot, beginning July 1, we are offering reimbursement for the Weight Watchers® program. The program is available to all PacificSource group members.

- Members can receive a one-time reimbursement of \$100 (\$40 if an online Weight Watchers participant) for four consecutive months of Weight Watchers membership.
- To be eligible for reimbursement, members must complete a minimum of ten weeks during a consecutive four-month period between July 1, 2010, and June 30, 2011.
- Members must submit a program reimbursement form to PacificSource within three months of completing their ten weeks (in a four-month period).
- Participants must be enrolled PacificSource members at the time

of both their first and last visits to qualify. Participation verification is required.

During the first year, we will evaluate the program's success and decide whether to make it an ongoing part of our health and wellness offerings.

Our program reimbursement form, poster, and payroll stuffer are available at PacificSource.com. The form includes program details and eligibility requirements. Visit the For Members>Health and Wellness area of PacificSource.com. If you would like printed copies, please contact your Client Service Representative.

## Changes Coming to Online Provider Directory

In July, we plan to launch an upgrade to our online Provider Directory. Here's a summary of the changes:

- Advantage Dental and IPN providers will be listed in our directory, so our customers will be able to find all participating providers in one location.

**Continued on reverse**

- The plan selection drop-down menu will be revised to include new plans and consolidate others.
- PacificSource Administrators customers will see the new logo instead of the old Select Benefits Administrators logo. Text references to the old name will also be updated.

We are in the process of creating materials to help you inform your employees about the Provider Directory changes. Once they are ready, they will be available in the For Administrators area of PacificSource.com

## Guide Helps New Members Get Started

Our new Member Guide welcomes new members to PacificSource and provides the essentials members need to get started and make the most of their benefits. It can also help remind renewing members about the basic programs and services available to them with their PacificSource medical coverage. The new Member Guide format is easier to handle, file, and supplement with additional information. The guide itself provides concise information of interest to new members, including:

- Customer Service information
- A preview of the ID card
- How to submit a claim if you don't have your ID card yet
- Online resources, including InTouch for Members
- Provider networks—at home and while traveling
- Pharmacy—CVS Caremark®, prescription discount program, mail order service, and drug lists
- No-cost extras—health and wellness education, tobacco cessation, and prenatal programs

Our new Welcome to PacificSource Health Plans Web page at [PacificSource.com/welcomemembers](http://PacificSource.com/welcomemembers) mirrors the Member Guide and provides handy links to information on our site.

## Upcoming Community Events

PacificSource is proud to sponsor community events that support healthy communities and health-focused organizations. Please join us in supporting these local events:

[Relay For Life—American Cancer Society](#)

*August 6–7, Springfield, Oregon*

[Empowerment Walk—Sherie Hildreth Ovarian Cancer Foundation](#)

*August 7, Portland, Oregon*

[Sand Dollar Auction—the Rinehart Clinic](#)

*August 7, Wheeler, Oregon*

[An Evening at the Chateau—Arc of Lane County](#)

*August 14, Eugene, Oregon*

[Project Homeless Connect—Klamath & Lake Community Action Services](#)

*August 20, Klamath Falls, Oregon*

[Project Connect—Partnership to End Poverty](#)

*September 18, Redmond, Oregon*

[St. Luke's Women's Fitness Celebration](#)

*September 23–25, Boise, Idaho*

## Remind Your Employees about Eye Health

Wearing shades does more than make a fashion statement; it helps maintain good eye health. Our new eye health poster and payroll stuffer can help you remind your employees about good eye health practices. Wellness toolkit materials are available at no cost to you, and may be found in the For Administrators>PacificSource Extras area of PacificSource.com. Or you may contact your Client Service Representative for printed copies.



## HealthQuotient Health Risk Assessment Scoring Changes

As you know, PacificSource members have access to the HealthQuotient® Health Risk Assessment, powered by WebMD®, by logging in to the secure InTouch area of PacificSource.com. Taking the assessment can help members uncover potential health risks and suggest positive steps for improvement. WebMD® is constantly looking at new health-related research and guidelines to make sure their information is up to date, reliable, and useful. With that in mind, they are making changes to how HealthQuotient calculates wellness scores.

**What the change means for members:** Members who have previously taken the assessment may see a drop in their score. The Summary page will include a link to an explanation.

**What the change means for employers:** Although members will no longer see their old score, the related score values will still be calculated. These values are used to generate reports used by employers. The reports will be updated as well to reflect the new scoring.

[PacificSource.com](http://PacificSource.com)