UK-HMO changes — Plan Year 2016-17

Georgetown Community Hospital Changes

UK-HMO is excited to announce that in partnership with our UK HealthCare Georgetown OB providers, UK-HMO members are now able to use Georgetown Community Hospital for OB services. Although UK already had an OB/GYN practice in Georgetown, UK-HMO members could not previously see these providers for OB services because they delivered the babies at Georgetown Community Hospital.

As of Dec. 1, 2015, we have contracted with Georgetown Community Hospital to provide these OB services for our members. This is a great opportunity for our UK-HMO members in this area as they will be able to have their care — and their babies — closer to home.

Note that members will not be able to utilize Georgetown Community Hospital for all services, but in addition to the OB services, they will be able to go there for MRIs and CT scans.

Georgetown Community Hospital is also available for emergent care services as needed.

Members should contact the Customer Service number on the back of their ID card, 855-634-3383 (toll free), with any questions about what is covered for UK-HMO members at Georgetown Community Hospital.

UK-HMO Open Enrollment 2016-17

The UK Health Benefit Open Enrollment period that allows UK employees to sign up or switch their health benefits will be held April 25-May 13, 2016. Changes made during the Open Enrollment period will go into effect July 1, 2016.

If you have any questions regarding your plan, call:

UK-HMO Customer Service:
855-634-3383 (toll free)

UK Human Resources Benefits Office:
859-257-9519 Choose option 3, then choose option 1

UK Psychiatry sets up new phone line for UK health insurance members only

UK Psychiatry has installed a new telephone line exclusively for those with UK health insurance to use when scheduling an appointment.

A significant spike in the number of phone calls from people with Medicare and other insurance plans has disrupted service for UK health plan members, many of whom have no other option for psychiatric care.

To help alleviate the problem, the department has created this dedicated phone line. The line is open to anyone with a UK health insurance plan, including UK-HMO, UK-PPO, UK-EPO, UK-RHP, UK Indemnity and the UK Medicare Carve-out.

If you need to schedule an appointment with UK Psychiatry, please call 859-218-5862. In order to maintain the exclusivity of this phone line, please do not share this number with anyone other than UK health plan members.
### Highlights of UK-HMO Health Plans

#### Effective July 1, 2016

<table>
<thead>
<tr>
<th>Medical Services</th>
<th>UK-HMO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choice of Physician</td>
<td>UK-HMO Participating Provider (Go to <a href="http://www.anthem.com">www.anthem.com</a> and choose “Find a Doctor” on right of page. Enter your ID # or alpha prefix (ULS for UK-HMO) and choose “continue.”)</td>
</tr>
<tr>
<td>Choice of hospital</td>
<td>UK Albert B. Chandler Hospital, Kentucky Children's Hospital, and UK Good Samaritan Hospital</td>
</tr>
<tr>
<td>Emergency/accident (or urgent) care</td>
<td>$100 co-payment per emergency department visit, waived if admitted to hospital as inpatient or observation stay. $25 co-payment at Concentra UTC - Lexington (Boardwalk, Dove Run and Sir Barton Way) and Nicholasville (Bellaire Drive); Berea Urgent Care (Brenwood St.); Frankfort Urgent Care (Kings Daughters Drive); Georgetown Urgent Care (Osbourne Way, Suite 1); and Lexington Urgent Care (Nicholasville Road). $15 co-payment at UK Twilight Children's Clinic $10 co-payment at UK Health Plan Urgent Care Clinic (University Health Service Building, first floor)</td>
</tr>
<tr>
<td>Preventive care – routine Pap smears, mammograms, PSA, screening colonoscopy and sigmoidoscopy Routine child care and immunizations (through age 18) Routine adult physical exam (19 years and above)</td>
<td>100% covered</td>
</tr>
<tr>
<td>Physician (primary care) office visits for diagnosis and treatment</td>
<td>$10 co-pay (except allergy injections, see below)</td>
</tr>
<tr>
<td>Physician (specialist) office visits for diagnosis and treatment</td>
<td>$30 co-pay</td>
</tr>
<tr>
<td>Allergy injections</td>
<td>$10 co-pay</td>
</tr>
<tr>
<td>Maternity care (physician)</td>
<td>100% covered. Inpatient co-pay will apply upon admission.</td>
</tr>
<tr>
<td>Prescription drugs</td>
<td>Prescription drugs are covered under a separate plan through Express Scripts and UK employee benefits.</td>
</tr>
<tr>
<td>Chiropractic; physical therapy; occupational therapy; acupuncture; pool therapy/exercise therapy; cardiac rehabilitation; pulmonary rehabilitation; music therapy</td>
<td>$15 co-pay 45 visits per plan year for all therapies combined If a member completes at least 24 cardiac or 24 pulmonary rehab visits, UK-HMO will reimburse them 50% of the co-pays for that specific service.</td>
</tr>
<tr>
<td>Autism</td>
<td>Autism is covered at 100% after $15 therapy co-pay for children 2 to 21 years of age for therapeutic, respite and rehabilitative care (unless receiving ABA therapy). Respite care covered at 50%.</td>
</tr>
<tr>
<td>Outpatient mental/nervous care or substance abuse care rendered by licensed psychiatrists and psychologists</td>
<td>$30 co-pay</td>
</tr>
<tr>
<td>Inpatient mental/nervous care or substance abuse care (acute care)</td>
<td>100% covered after $200 co-pay</td>
</tr>
<tr>
<td>Outpatient diagnostic tests, lab and X-ray, and other diagnostic tests (excluding HIGH COST below)</td>
<td>100% covered</td>
</tr>
</tbody>
</table>

#### Ambulatory hospital

| Ambulance (including Air Ambulance) | $75 co-pay. Non-emergent ambulance will only be paid when transported to UK Chandler or UK Good Samaritan hospitals. |
| Outpatient diagnostic testing (HIGH COST - MRI, MRA, CT, SPECT and PET scans) | $75 co-pay |

#### Outpatient surgery

| Hospital services, including semi-private room and board | $200 co-pay per admission |
| Hospital services, observation stay | $100 co-pay per observation stay |
| Skilled nursing | 100% covered, 30-day limit |
| Tobacco cessation counseling | 100% covered |
| Durable medical equipment (DME), prosthetics, orthotics | 20% co-insurance ($500 maximum out-of-pocket per plan year for these services combined, then covered in full) |

This is a partial listing and summary of benefits and services. For complete details of covered services, exclusions and benefit limitations, refer to the Summary Plan Document booklet, which can be viewed at [www.mc.uky.edu/ukhmo](http://www.mc.uky.edu/ukhmo).

For the latest Open Enrollment information, including open house dates, times and locations, see the UK Employee Benefits website at [www.uky.edu/HR/Benefits](http://www.uky.edu/HR/Benefits).
It is always important to make sure that your providers you are utilizing are UK-HMO participating providers. Even though a provider sends you to another provider or suggests that you obtain your physical therapy at a certain location, as the member, it is your responsibility to make sure you are utilizing participating providers. With all of the different insurances that are out there, the providers cannot be expected to know what providers are participating with every insurance plan.

To check to see whether a provider participates in your plan, visit [anthem.com](http://anthem.com). Choose “Find a doctor” from the “Useful Tools” menu on the righthand side.

Log in with your username and password, or, if you have UK-HMO insurance, simply enter “ULS” in the box for alpha prefix, and click “Continue.”

Choose the type of provider you are looking for, their specialty and enter your ZIP code. If you are looking for a particular provider, you can enter that person's name in the “Whose name is:” box.

Click “Search” and you will be given a list of participating providers who meet your specifications.

If you are a UK-HMO member and you are out of the area and need to locate an emergency room, there is a number on the back of your ID card for a “24/7 NurseLine.” You can always call this number and speak directly with a nurse to determine the need to seek emergent care and find a provider.

Unless you have an emergency situation, it is better to check ahead of time and make sure your providers are participating because if they are not, you will be responsible financially for the bills.

You can also call the member services number on the back of your ID card, **855-634-3383** (toll-free), and they can assist you with determining if your provider is a participating provider.

### 2016-17 Benefits open house information

<table>
<thead>
<tr>
<th>Building</th>
<th>Location</th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good Samaritan Hospital</td>
<td>310 S. Limestone, Conference Room A &amp; B</td>
<td>Monday, April 25</td>
<td>7 – 9 a.m.</td>
</tr>
<tr>
<td>Eastern State Hospital</td>
<td>1350 Bull Lea Road, Rooms 1A05, 1A11 and 1A17</td>
<td>Monday, April 25</td>
<td>11 a.m. – 1 p.m.</td>
</tr>
<tr>
<td>University Health Services Building</td>
<td>830 S. Limestone, 1st floor</td>
<td>Tuesday, April 26</td>
<td>11 a.m. – 2 p.m.</td>
</tr>
<tr>
<td>Service Building</td>
<td>411 S. Limestone, Loading Dock</td>
<td>Wednesday, April 27</td>
<td>7:30 – 11 a.m.</td>
</tr>
<tr>
<td>Chandler Hospital</td>
<td>800 Rose St., Room H133, across from cafeteria</td>
<td>Thursday, April 28</td>
<td>6:30 – 8:30 a.m.</td>
</tr>
<tr>
<td>Coldstream Research Campus</td>
<td>1500 Bull Lea Rd., Conference Room 101</td>
<td>Thursday, April 28</td>
<td>1 – 3 p.m.</td>
</tr>
<tr>
<td>Chandler Hospital</td>
<td>800 Rose Street, North Lobby</td>
<td>Friday, April 29</td>
<td>10 a.m. – 1:30 p.m.</td>
</tr>
<tr>
<td>Eastern State Hospital</td>
<td>1350 Bull Lea Road, ESH 1A05, 1A11, and 1A17</td>
<td>Monday, May 2</td>
<td>8 – 9 p.m.</td>
</tr>
<tr>
<td>UK HealthCare at Turfland</td>
<td>2195 Harrodsburg, Family Medicine Conference Room A &amp; B</td>
<td>Tuesday, May 3</td>
<td>1 – 3 p.m.</td>
</tr>
<tr>
<td>UK Healthcare – Sterlington Road</td>
<td>2317 Alumni Park Plaza, 1st Floor Lobby</td>
<td>Wednesday, May 4</td>
<td>11 a.m. – 1:30 p.m.</td>
</tr>
<tr>
<td>University Health Services Building</td>
<td>830 S. Limestone, 1st Floor</td>
<td>Thursday, May 5</td>
<td>7:30 – 10:30 a.m.</td>
</tr>
<tr>
<td>College of Ag – Good Barn</td>
<td>1451 University Drive</td>
<td>Thursday, May 5</td>
<td>1 – 4 p.m.</td>
</tr>
<tr>
<td>Main Building</td>
<td>410 Administration Drive – Lexmark Room</td>
<td>Friday, May 6</td>
<td>10 a.m. – 1 p.m.</td>
</tr>
<tr>
<td>Good Samaritan Hospital</td>
<td>310 S. Limestone, Conference Room A &amp; B</td>
<td>Monday, May 9</td>
<td>1 – 3 p.m.</td>
</tr>
<tr>
<td>Scovell Hall Lawn</td>
<td>670 S. Limestone</td>
<td>Friday, May 13</td>
<td>11 a.m. – 2 p.m.</td>
</tr>
</tbody>
</table>

**Are you seeing UK-HMO participating providers?**

It is always important to make sure that your providers you are utilizing are UK-HMO participating providers. Even though a provider sends you to another provider or suggests that you obtain your physical therapy at a certain location, as the member, it is your responsibility to make sure you are utilizing participating providers. With all of the different insurances that are out there, the providers cannot be expected to know what providers are participating with every insurance plan.

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Unless you have an emergency situation, it is better to check ahead of time and make sure your providers are participating because if they are not, you will be responsible financially for the bills.

You can also call the member services number on the back of your ID card, **855-634-3383** (toll-free), and they can assist you with determining if your provider is a participating provider.
How do I enroll in UK benefits?

1. Enroll online

You may enroll from your office computer or in the comfort of your own home with your own computer.

It’s easy! Visit myUK Employee Self-Service online at https://myuk.uky.edu/irj/portal. Enter your Link Blue user ID and password and click “sign on.” (This is the ID/password you use to log into your Exchange e-mail account or in some cases to log into SAP. For assistance with your ID or password, contact Information Technology at 257-1300.)


2. Paper option

Enroll using paper forms. Pick up forms at 112 Scovell Hall or visit www.uky.edu/hr/forms/benefits to access the following printer-friendly forms: (Please make sure you are choosing forms for 2016-17.)

- Employee Health/Dental/Vision insurance enrollment form.
- Life and AD&D insurance form.
- Flexible Spending Account form (health and/or dependent care).
- Retiree Health/Dental/Vision insurance form.

Changes you can make anytime throughout the year

You can make the following changes anytime throughout the year:

- Decrease optional life insurance coverage.
- Adjust voluntary retirement contributions.
- Check out UK discounts on auto or home insurance.
- Change beneficiaries for your life insurance or retirement plan.

Access UK-HMO website

Please visit the UK-HMO website at www.mc.uky.edu/ukhmo to find answers to all of your UK-HMO health plan questions. The UK-HMO website provides access to all of the following information:

- Benefit information including your Certificate of Coverage (COC).
- A link to the UK-HMO Provider Directory online search, which allows you to locate participating providers.
- A link to Anthem, which allows you to view your claims and authorizations and access health care information.
- Frequently asked questions (FAQs) regarding UK-HMO.
- Primary Care Access, which includes information about access to the Primary Care Practice options available at UK HealthCare.
- Information about and links to the other health services available at the University of Kentucky.
- UK-HMO current and past newsletters.
- UK-HMO pre-authorization lists.
- “In the News…” UK-HMO information updates

Please be sure to visit the UK-HMO website regularly for updated information.

Clinician notes now available via My UKHealthCare patient portal

Clinician notes from clinic visits and discharge summaries from hospital visits are now being made available to patients via the My UKHealthCare patient portal.

To view the notes from your recent visits, check the “Documents” tab in your portal account. (Note that it may take up to 30 days after a visit for notes to appear.)

Be sure to review these notes and bring any questions you have to your next visit.

Find answers to your questions about this and other features and sign up for a portal account at myukhealthcare.org.

Once you register for the My UKHealthCare patient portal, you can also:

- Request prescription renewals when it’s convenient for you, not just when our offices are open.
- Request, cancel or reschedule appointments.
- View lab test results, radiology reports and office visit summaries.
- Get health maintenance reminders.
- View your immunization record and allergies.
- View your hospital discharge instructions.
Log on. Listen in. Ask questions.

The more you know, the better you can take care of your health. That’s why we offer DocTalk. It’s a series of webinars about important health topics. DocTalk is online so it’s easy to access – and it’s free for all UK HealthCare insured (Anthem) members.

DocTalk is presented by our medical directors and other health care professionals who share their knowledge and expertise with you. They’ll provide helpful tips on how to improve your health and the health of your family. Each webinar is about an hour, and you can ask questions at the end. Check out the 2016 topics below.

2016 DocTalk topics

June – Diet, nutrition and weight control. Eating healthy can be hard in today’s fast-paced world. Many of us resort to fast food as we rush to our next appointment. Eating right is one of the keys to a healthy life. Join us to learn some tips and guidelines for keeping your diet healthy and maintaining a healthy weight.

August – Prediabetes. People with higher than normal blood glucose levels who are not yet in the diabetic range have what’s called “prediabetes.” Insulin resistance and prediabetes usually have no symptoms. Join us to learn more about this common condition and how to prevent its progression.

DocTalk webinars are for informational purposes only. They do not constitute medical advice, diagnosis or treatment and are not substitutes for treatment by your doctor.

Register today. Here’s how.

1) Go to [http://portal.on24.com/view/channel/index.html?showId=1104741&showCode=athemcamp](http://portal.on24.com/view/channel/index.html?showId=1104741&showCode=athemcamp). (You can also find this clickable link in the “In the News” post on the UK-HMO website, [www.mc.uky.edu/uk-hmo](http://www.mc.uky.edu/uk-hmo).)
2) Choose Register* next to the date and time of your choice.
3) Follow the registration instructions.
4) You’ll receive instructions by email on how to log in to the webinar and teleconference.

*Registration is limited, so sign up today.

Improved access for patients of UK General Internal Medicine and UK Women’s Health

Daily acute care and same-day urgent care appointments are now available with Brooke Englert, MSN, APRN, FNP, from the Center for the Advancement of Women’s Health and Melissa Walters, APRN, from General Internal Medicine.

To schedule an appointment with Brooke, please call 859-323-3900. To schedule an appointment with Melissa, please call 859-323-0303.

Have you checked out HealthMatters?

HealthMatters, UK HealthCare’s blog, has recently gotten a whole lot better. We’ve been adding great wellness information that’s timely and exactly what you need to know to live a better, healthier life right now. Just last month, for example, we featured tips on how to fight back against spring allergies, a guide to help smokers kick their habit and advice on how to poison-proof your home.

Check it out at [ukhealthcare.net](http://ukhealthcare.net) and while you’re there, subscribe to be notified when we update.

We also offer a HealthMatters email, featuring the best of the blog plus events and other news and delivered once a week to your inbox. Now, it even looks great on your phone or tablet. Sign up at [ukhealthcare.uky.edu/email](http://ukhealthcare.uky.edu/email).
Don’t forget to update your address when moving

When you move, it is important that you fill out an updated health benefits enrollment form with your new address and forward it to:

University of Kentucky
Employee Benefits Office
115 Scovell Hall
Lexington KY 40506-0064

The staff will forward the information to UK-HMO, and this will enable us to ensure that you receive important information during the plan year. The health benefits enrollment form is available to you at www.uky.edu/hr/benefits/enrollmentforms.html. If you are moving outside the UK-HMO service area, you must notify the UK Employee Benefits office and make arrangements for health insurance coverage within 30 days of your move date. Otherwise, you may find yourself with an unnecessary lapse in health insurance coverage and at financial risk for all of your health care expenses.

You can also change your address by going to http://myUK.uky.edu and logging in using your Link Blue username and password. Choose your "Personal Information" and change your address. This will transfer this change of address information to the UK Benefits office and then on to Anthem.

If you move out of the area and need to change insurance plans, it is a good idea to contact the UK Benefits office at 859-257-9519, option 3 and option 1 to discuss this with them.

<table>
<thead>
<tr>
<th>UK-HMO Monthly rates 2016-17</th>
<th>Coverage levels</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee eligible for university contribution</td>
<td>$28</td>
</tr>
<tr>
<td>Employee NOT eligible for university contribution</td>
<td>$523</td>
</tr>
</tbody>
</table>

(See UK Benefits website for retiree rates at www.uky.edu/hr/benefits.)