

# United Food and Commercial Workers Union Local 1529 And Employers Health and Welfare Plan and Trust

## ADMINISTRATIVE OFFICE

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April 20, 2007

## **A VERY IMPORTANT HEALTH CARE NETWORK CHANGE** **EFFECTIVE MAY 1, 2007**

To: All Eligible Participants

From: The Administrative Office of UFCW Local 1529 & Employers Health and Welfare Plan and Trust

The Board of Trustees of your UFCW Local 1529 & Employers Health and Welfare Plan and Trust is pleased to announce an important change in your Health Care Network. This network change is both important and beneficial to you.

### **1. New Health Care Network:**

**Effective May 1, 2007**, the new health care network is **ChoiceCare**. Many of the physicians and hospitals you access now will remain in the ChoiceCare network, more participating physicians and hospitals are now available.

**Memphis update:** It is important to note that the Baptist hospitals and doctors in the Memphis area (Shelby County Tennessee and Desoto County Mississippi) will continue to participate via the Choice Care Network.

**Jackson, Mississippi update:** We are pleased to inform those of you in the state of Mississippi, specific to Hinds, Rankin, Madison, Lincoln and Pike counties, you now have access to more in-network providers.

There are two ways you can determine if your doctor or hospital participates in the ChoiceCare Network.

- 1) The first way is to access your provider search via the internet on or after May 1, 2007 at [www.bams.bz](http://www.bams.bz). **or prior to** May 1, 2007 at [www.choicecarenetwork.com](http://www.choicecarenetwork.com). This site will allow you to locate and print a listing of ChoiceCare providers by name, city, state or specialty.
- 2) The second way to determine if a provider is in the ChoiceCare network is by calling the administrative office during business hours Monday thru Friday 8:30 AM to 4:00 PM CST. The phone number is 1-800-874-8499.

This same web site address [www.bams.bz](http://www.bams.bz) is set up for you to enroll yourself and your eligible dependents. If you have not enrolled by way of the web site or paper, take the time to **do it now**. For your convenience we have enclosed “Website Enrollment Instructions”. You can access the web site at your place of employment or come by the Administrative office to enroll electronically. We will be happy to assist you. If you wish to use a paper method to enroll, you can call our office for the paper forms. Once you are enrolled, you can access the [www.bams.bz](http://www.bams.bz) web site on a 24/7 basis, where you can view your coverage and your Explanation of Benefits(EOB’s) to determine which doctor or hospital has filed claims, when they were paid and how much you owe.

## **2. New Medical Identification Cards:**

Enclosed you will find your new medical identification card. **Each covered person will have his or her own medical card.** Each card will have its own insured policy identification number. If you have dependent coverage, as a participant you will be responsible for the safekeeping of your minor child or children’s medical identification card.

The card remains a black and white four sided card. In order to avoid confusion, your new medical ID card has a card date of May 1, 2007. You can use this card for all your physician or hospital medical needs as of May 1, 2007. Also in compliance with the Health Insurance Portability and Accountability Act (HIPAA) all traces of your social security number have been removed.

When you or your covered dependents seek medical care on or after May 1, 2007, it is very important that you give the hospital or doctor the correct card so they can update their records. If you fail to do this, your claim cannot be filed properly by the physician or hospital and our office will be unable to trace the problem.

If you have claims prior to May 1, 2007, the physician or hospital should file those claims with the previous Preferred Provider Organizations, USAMCO or Beech Street.

Sometimes change can be a bit confusing. You may have many questions about the new ChoiceCare Network, or perhaps your medical identification card. This administrative office will be happy to answer those questions. You can reach a Benefit Specialist by calling the Administrative Office at 1-800-874-8499 or 901-758-3000 Monday-Friday 8:30AM to 4:00 PM CST.