



TRUST FUND

*In Partnership with
Alaska's Public Employees*

2510 Arctic Blvd. • Anchorage, AK 99503 • Phone (907) 276-7611 • Fax (907) 274-7101 • Outside the Anchorage Area 1-800-446-3671

TO ALL PUBLIC EMPLOYEES LOCAL 71 TRUST FUND MEMBERS IMPORTANT NOTICE ABOUT YOUR HEALTH PLAN

Aetna is the Trust's New PPO Network, Effective March 1, 2014

The Trust sent you a notice in December announcing the change from the Beech Street Preferred Provider network (PPO) to the Aetna PPO network effective March 1, 2014.

IMPORTANT – Alaska Regional Hospital and Mat-Su Regional Medical Center will continue to be the PPO providers in Anchorage and Mat-Su Valley for in-patient and outpatient hospital services; and Chugach Physical Therapy, Ascension Physical Therapy, and Alaska Hand Rehabilitation will continue to be the PPO provider for physical therapy services in Anchorage. Trust members will continue to be able to use the Coalition Health Center in Anchorage for their primary care visits.

What does this mean to you?

- Your Health Benefits Trust is not changing. It continues to be self-funded, and Zenith American Solutions will continue to be your Trust Health Benefits Administrator.
- All medical claims incurred on and after March 1, must first be submitted to Aetna, where Aetna will apply the appropriate PPO discount, and then send the claims electronically to Zenith American Solutions to be processed.
- Zenith will continue to provide customer service to Public Employees Local 71 Trust Fund members regarding all benefits, claims and eligibility questions.
- Aetna will only handle customer service for medical providers.

Aetna is Replacing Qualis Health for Precertification and Case Management

Aetna will also replace Qualis, effective March 1, 2014. Aetna will provide inpatient and outpatient precertification, utilization review, and case management services.

What does this mean to you?

- Precertification is required for inpatient hospitalizations and some outpatient services. Your provider is responsible for obtaining precertification for these services. It is important that you encourage your provider to precertify the required inpatient and outpatient services, but you will not be penalized for your provider's failure to precertify outpatient services. The list of outpatient services to be precertified has changed. Please see the enclosed list describing the precertification requirements.
- If you have had, a hospitalization or a procedure pre-authorized by Qualis, but the admission or procedure will not be completed until after March 1, 2014, the pre-authorization will be honored by the Trust.
- If you are receiving care or assistance from a Qualis case manager at the time of the transition, someone will contact you personally to assist you in the transition.

Other Valuable Resources

- **Aetna Navigator Website**

You can access PPO provider directories and all of the online tools available on the Aetna Navigator website, by registering online after March 1, 2014. Until then, if you wish to review Aetna's provider network prior to March 1, you may search for providers at www.Aetna.com/docfind. Select the "Aetna Choice POS II (Open Access)" network.

- **Informed Health Line: 24-Hour Nurseline Access**

You will also have access to Aetna's 24-hour nurse line for your health questions. After March 1, 2014, you can contact a nurse at 800-556-1555.

The Trust is making these changes in order to obtain additional discounts on medical care in Alaska and in the Lower 48 states, and to provide access to some of the other services Aetna offers.

You will find enclosed new health benefit cards for you, your spouse and dependent children over age 19. You will note that you have been assigned a new Alternate Identification number. The cards you currently have will no longer be effective after February 28, 2014. Use the enclosed new cards instead, beginning March 1. It is important that you provide your medical, dental, vision and prescription drug providers with your new health benefit card to ensure that you do not have any problems accessing your health benefits.

If you have any questions regarding the information contained in this notice, call (907) 276-7211 Option 1 (in Anchorage) or toll free 1-800-446-3671 Option 1.