

February 24, 2010

To: Savannah River Nuclear Solutions and Savannah River Remediation

BlueCross BlueShield of South Carolina has partnered with SRNS and SRR to help develop a frequently asked question list and also a short overview of the programs that are offered to you and your covered dependents. This list should help answer some of the questions that you and your family members may have about your coverage and the programs available to you. For further information, please contact BlueCross BlueShield of South Carolina at 800-325-6596.



South Carolina

*BlueCross BlueShield of South Carolina
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1) I received a new ID Card in the mail and I still have my old card. Which one should I use?

Please cut up your old card. You should start using your new card right away. Be sure to show it every time you go to the doctor, hospital or pharmacy. If you need a new ID card, please call our customer service line at 1-800-325-6596.

2) Where can I check my deductibles and out of pocket amounts as related to prescription coverage?

Beginning this year, once you meet the plan deductible, you no longer have to pay the whole cost of your prescription upfront and wait for BlueCross to pay you back. The pharmacist will be able to tell you exactly what you owe.

Since prescription claims will now be processed at the time of purchase, you won't receive Explanations of Benefits (EOBs) for your prescription drugs, but the amounts you pay for them will apply to your annual deductible and to your out-of-pocket maximum. You will still receive EOBs for all your other claims. And, you can still view your prescription drugs on the BlueCross Web site www.SouthCarolinaBlues.com. Just login to My Insurance Manager and select the My Pharmacy Manager tab.

3) How do I get deductible information?

To get deductible information you can either call customer service at 1-800-325-6596 or you can go to our website at www.SouthCarolinaBlues.com and click the Members tab. From there you click My Insurance Manager link. After you log on you can select either deductible and out-of-pocket status or select explanation of benefits to find out how much of the deductible you have met as well as your out-of-pocket status for the year.

4) I received some information from BlueCross about the Mail-order program and FastStart. What is FastStart and what number do I call?

FastStart is an easy way to get started with your mail-order prescription, which you may find to be a cost effective choice for any non-generic, 90-day prescriptions you take on a regular basis. You can call toll free 1-866-465-2496 and a representative from Caremark will fill out a mail service order form for you and contact your doctor for your prescription.

5) I have created a profile through FastStart and sent my prescription in. What number do I call with questions about my prescriptions?

You can call the BlueCross BlueShield customer service at 1-800-325-6596. The customer service representative can assist you. If the customer service representative cannot answer your question, they will direct you to the appropriate resource.

6) What if I have other questions?

You can get answers to many of your questions by visiting our website. To access our website go to www.SouthCarolinaBlues.com and click the Members tab. You will have to complete a profile to access your personal information in the My Health Toolkit and My Insurance Manager. Below is a brief summary of the type of information you can access from the various tools:

- **My Health Toolkit** – Compare hospital quality, estimate treatment costs, check the health library and more.
- **My Insurance Manager** – To access details on health and dental claims, access My Pharmacy Manager. View and print your Explanation of Benefits, request ID cards, e-mail questions to customer service and more.
- **Find a Provider** – Find an in-network doctor or hospital.
- **Health and Wellness Tools** – These tools help prevent illness and identify problems before they become serious. They include interactive tools that help you assess, plan and track your health activities. You will find medical information, health calculators, self-care and nutrition guides.

New Care Management Programs for 2010!



Health Management

Health Management Program

Starting in 2010 BlueCross BlueShield, in partnership with your employer, is offering a program to help you become more informed about certain health conditions and what you can do to preserve your health. This program, called Health Management, is designed to help participants enrolled in your employer sponsored health plan focus on conditions such as: Asthma, Coronary Artery Disease, Congestive Heart Failure, Chronic Obstructive Pulmonary Disease, Diabetes, Hypertension and Hyperlipidemia (High Cholesterol). BlueCross BlueShield identifies members for the program by way of claims data. An introductory letter, with assigned health coach contact information, will be sent to the member, welcoming them to the program. The member will be able to contact the health coach as often as they would like to assist them in managing their condition. Members who are at a high risk due to their condition will receive outreach from a Member Service Representative (MSR) from BlueCross BlueShield. The MSR provides the contact information of the assigned health coach and sets an appointment time for the coach to call the member to complete a condition specific assessment and start engagement.

The Health Management program is confidential and your condition is not shared with your employer. This program is encouraged but not required. You may opt-out of the program if you do not wish to participate.



Maternity Care

Maternity Care Program

Maternity Care is designed to help pregnant members understand the challenges of pregnancy and to prepare for parenthood. This program offers members individualized contact from a personal care manager, information on breastfeeding and access to a registered nurse 24 hours a day, 7 days a week. You may self enroll upon pregnancy by calling or completing a short pregnancy online assessment. Members that are deemed high risk will receive outbound calls from a maternity case manager. Low risk members will receive educational materials and may call their assigned case manager at any time. Participation in the program is voluntary.