

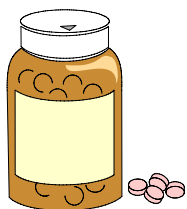
# New Ventures

*A newsletter for YHP Medicare Participants*

Volume 2, Issue 1

January 2001

## Using the YHP Pharmacy



The Yale University Health Services (YUHS) pharmacy is staffed by pharmacists who work closely with Yale Health Plan (YHP) clinicians to assure that the safest and most effective drug therapies are prescribed. The YHP pharmacy maintains complete and confidential patient drug histories which allow the pharmacists to alert patients and providers to possible drug interactions, drug reactions, and drug recalls.

## Pharmacy Refill Call Line Procedure

Call the regular pharmacy number 203-432-0033; the message guides you through the procedure (press 1 to access the refill line).

Leave the following information:

- Prescription number
- Patient identification number
- Please call refills in at least 24 hours in advance.
- Please give us a minimum of two days notice (3 days on weekends) on all special order prescriptions or supply problems.

## Change of Retiree Major Medical Carrier - January 1, 2001

Yale University Health Services (YUHS) is pleased to announce that it will begin processing all claims for services incurred on or after January 1, 2001 for the Yale Retiree Major Medical Program. Connecticut General [CIGNA] will no longer administer the program or provide reimbursement for services incurred after that date.



One of the advantages of this new arrangement is the option of having your prescriptions filled at the Yale University Health Services pharmacy. Prescription costs are processed using YUHS' automated claims processing system. Once your annual \$100 deductible has been met, you only pay the 20% coinsurance at the pharmacy window. This means that you avoid paying the full cost of the prescription and waiting for reimbursement.

Prescription receipts from other pharmacies can also be submitted to YUHS for reimbursement. There will also be a drop-off box for these claims located on the first floor of YUHS.

YUHS representatives are available Monday through Friday 8:30 am - 5:00 pm to answer questions regarding major medical claims and benefit issues.

Please use the following numbers:  
**benefit/policy issues - 203-432-8134**  
**claims issues - 203-432-7513**

These changes will provide easier access to claims and benefits information and will reduce the waiting time for reimbursement of major medical claims.

*Please note: The Yale Retiree Major Medical Program applies only to those eligible for the benefit.*

**Interesting Web Sites**

[www.yale.edu/uhs](http://www.yale.edu/uhs)

[www.medicare.gov](http://www.medicare.gov)

[www.sss.gov](http://www.sss.gov)

[www.aarp.org](http://www.aarp.org)

[www.aoa.dhhs.gov](http://www.aoa.dhhs.gov)

[www.seniors.gov](http://www.seniors.gov)

## The ballots are in and the winner is . . .

Dr. Gilbert Glaser has been elected to serve on the Yale Health Plan Consumer Advisory Committee as the representative for the Yale retiree community. He was chairman of the Neurology Department for 48 years and is currently a Professor Emeritus of Neurology. Dr. Glaser was a Yale Health Plan member for 29 years prior to his retirement. He brings to the committee an understanding of the complexities of dealing with Yale retiree health insurance. Dr. Glaser will be a welcome addition to the committee. He can be contacted with retiree issues at [mzglaser@aol.com](mailto:mzglaser@aol.com) or 203-248-4638.

### Medicare Plan deductible and coinsurance amounts for 2001

#### Part A: (hospital insurance)

Deductible - \$792.00  
(per benefit period)

This is incurred when you have an overnight stay.

#### Part B: (medical insurance)

Deductible - \$100.00 per year.  
(per benefit period)

The Part B premium amount has increased to \$50/month for 2001.

### Medicare simplifies beneficiary notices

Recently HCFA redesigned the Part A and Part B Medicare Summary Notices (MSN). The MSN is an easy-to-read, monthly statement that lists health insurance claims information. It replaces the Explanation of Medicare Part B Benefits (EOMB), the Medicare Benefits Notice (Part A) and benefit denial letters.

It is important to read your Medicare notices carefully to make sure you received the services, medical equipment or supplies for which Medicare was billed. If you have any questions, contact the carrier or intermediary using the phone number listed on the bottom of the notice. If you disagree with a claims decision, you have the right to file an appeal. Follow the instructions on the notice to file an appeal.

Medicare intermediaries have contracts with the Federal Health Care Financing Administration to process claims for Medicare beneficiaries. Please note that Empire Medicare Services serves Medicare beneficiaries in the Northeast for Medicare Part A. This includes services from hospitals, skilled nursing facilities and other institutional providers of services. They have a very informative web site, [www.empiremedicare.com](http://www.empiremedicare.com). First Coast Options now serves Part B. This is for services rendered by physicians, laboratories, and suppliers. They also have a very useful web site, [www.connecticutmedicare.com](http://www.connecticutmedicare.com).

### New Ventures

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### Important Phone Numbers

Medicare/Retiree Coordinator	203-432-8134
Member Services	203-432-0246
Internal Medicine	203-432-0038
Pharmacy	203-432-0033
Yale Benefits Office	203-432-5550
Social Security	1-800-772-1213
Medicare-(enrollment/replace card)	1-800-772-1213

ITT Hartford\* (billing/claims issues) 1-800-368-3653  
(press option 2 and press option 2 again to be connected to a Yale representative.)

American Financial Services\* (to replace ITT Hartford cards) 203-949-1738

\*Identify yourself as a Yale Retiree, group AGP-1816



### Address changes

To change your address, call the Social Security Administration at 1-800-772-1213, or your local Social Security office. If you receive Railroad Retirement benefits, call your local RRB office, or call 1-800-808-0772.

Notify Yale Health Plan by calling 203-432-0246.