
NEW VENTURES

A Newsletter for Medicare Participants in the Yale Health Plan

October, 1997

KEEPING ABREAST OF THINGS

YHP Billing and Medicare Cards

If you are in the Fee For Service group at Yale Health Plan and have not given us a copy of your Medicare and IIT Hartford cards, please do so as soon as possible so that we can bill Medicare for services you receive at Yale Health Plan. If you should receive a red Health Insurance Claim form from Yale Health Plan, please return it with a copy of both your cards to the Medicare Coordinator.

GO LIVE 97

The Yale Health Plan has implemented a new computer system in its continuing effort to improve services to our members.

The most noticeable improvement will occur in the appointment scheduling system. The appointment scheduling system will allow receptionists to not only schedule appointments but also to reschedule, create wait lists and automatically search for available appointment types as well as perform patient check in and check out.

Expanded Parking Options at YHP

We are pleased to announce that beginning December 1st, parking will be available for YHP patients in Lot #37 at the corner of Hillhouse Avenue and Trumbull Street.

All of the procedural details for accessing the lot have not yet been finalized. Additional information will be provided at a later date.

Attention New Retirees

If you are a recent Yale retiree and have not received a YHP Medicare packet please contact Margaret Hionis, Medicare Coordinator, at (203) 432-8134.

Lab Bills from Quest/DML

Quest Labs has purchased Diagnostic Medical Laboratories (DML). Many of you have already received their new style of statement for lab tests that Medicare has denied. If you receive a bill that does not indicate that any insurance payments have been credited, please call the Quest billing office and give them your Medicare and IIT Hartford identification numbers.

Please keep in mind that Medicare does not always pay for tests that they consider part of a routine screening. The two most common tests denied by Medicare and billed to the patient are Stool Tests and Pap Smears. Quest's customary charge for a stool test is \$43 but occasionally the test is billed in error at \$60.00. If this occurs, you can simply call Quest and have the charge corrected.

u (203) 481-5536

u (800) 365-3606

Pap tests are billed to the patient for two reasons,
1 Your Medicare number is not on file with the lab
1 The test was performed during a non-valid year.
(Medicare will pay the approved cost of a routine pap test once every three years.)

If either the Stool Test or Pap Test were done for other than routine reasons please contact the Medicare Coordinator for assistance.

Any payments you have made to Quest/DML may be submitted to Connecticut General and they will be processed in the same manner as prescription medication expenses.

Moving

Please notify us of address and phone number changes so that we can keep our files updated.

PHARMACY NEWS

There seems to be some confusion among our fee-for-service members concerning the automatic claims processing of prescription medication expenses by the Yale University Health Services Pharmacy. Please be aware that electronic claims processing only applies to active employee or associate Yale Health Plan members.

If you are covered by Medicare, ITT Hartford and Connecticut General you must send your claims for prescription expenses to Connecticut General for processing. If you already submit claims directly to CG, please continue to do so. Submitting the claim to CG through the YHP Medicare Office slows down the claim process and causes a longer wait for reimbursement.

The Yale University Health Services Pharmacy (YUHS) in its effort to improve its services has extended its hours. We hope this will allow members to avail themselves of our services at times that are more convenient to them. Please keep in mind that using the YUHS Pharmacy makes it easier for your provider and pharmacist to communicate. Also your medication records reside in one location so that your medications can be managed responsibly.

YUHS Pharmacy Hours Effective September 2nd!

Monday through Friday

7:30 AM - 6:30 PM

Saturday

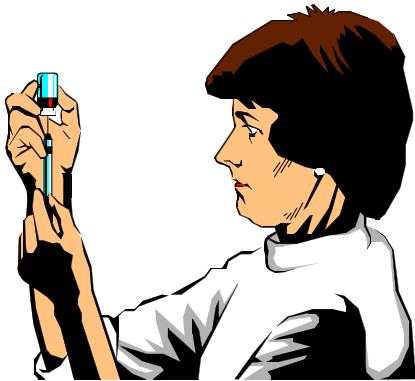
8:30 AM - 3:30 PM

Come early and enjoy easy parking
and short waiting time.

FLU IMMUNIZATIONS

Wednesday & Thursday
October 15, 16, 22, 23, 29, 30

Wednesday & Thursday
November 5 6



8:30 am to 4:00 p.m.

Location:

University Health Services Center
1st floor lobby - Urgent Visit Area

New Ventures is published by Yale Health Plan

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Happy
Halloween