

Regence BlueShield to administer KingCareSM in 2012



King County

Benefits, Payroll and Retirement Operations

On Jan. 1, 2012, Regence BlueShield will begin administering medical services in the KingCareSM plan. Regence will provide customer service and claims processing through its Blue Cross Blue Shield partner in Columbia, S.C. In addition, Regence offers members access to an extensive network of health care providers and to its worldwide Blue Cross and Blue Shield network of providers.

Why did the county select Regence to administer the KingCareSM plan?

The county conducted an exhaustive request for proposal (RFP) process in which a number of vendors were reviewed and considered. Regence presented the most competitive pricing and offered the least amount of change in the current network of providers. In fact, both networks are very comparable in physicians, clinics and hospitals.

I read an article about the problems Regence was having processing claims and paying for services. In light of these problems, should the county use Regence as our plan administrator?

Regence will provide customer service and claims processing through their Blue Cross Blue Shield partner in Columbia, S.C. The Columbia processing center has not had the processing problems that the Regence center in Seattle has had.

Will I be able to continue going to my same doctor with Regence?

You can always use your same health care providers with Regence. However, as with Aetna, under the terms of the plan, if your doctor is not a Regence network provider, you will pay more for the services you receive, you will pay the provider directly, and you will have to file your own claim with Regence for reimbursement. Reimbursement will be paid at the out-of-network rate on usual and customary charges, not billed charges. For more information on the costs associated with non-network providers, review Benefits at a Glance at www.kingcounty.gov/employees/benefits/YourKingCountyBenefits.

How can I find out if my doctor is part of the Regence network?

To find out if your doctor is part of the Regence network, begin by asking your doctor. Beginning Oct. 24, you will be able to review the list of Regence network providers at www.myhealthtoolkitrgw.com. At this website, you will also be able to set up an account profile, beginning Jan. 1, 2012.

To view the list of available providers now, follow these instructions:

1. Go to www.myhealthtoolkitrgw.com.
2. Click "Start Now" under Find a Provider.
3. Click "Doctor or Hospital" under Doctor & Hospital Finder.
4. Enter this prefix: KRC.
5. Click "FIND PROVIDERS."
6. Enter a ZIP code and/or other information.
7. Click "Search."

How does the Regence network of doctors compare with Aetna's network?

The Regence network is very comparable to the Aetna network in physicians, clinics and hospitals. The network of alternative medicine providers such as massage therapists, acupuncturists, etc. may differ. There may be fewer providers for some services, such as massage therapists and acupuncturists.

How does the change to Regence affect our overall medical benefits?

The medical benefits in 2012 remain the same as they are now. A change in administrators does not change your medical benefits. As the new administrator for the plan, Regence pays your claims and determines if a medical service is covered by our plan. Regence will be simply administering our plan.

I looked at the list of providers on the Regence website and my massage therapist is not listed. Does this mean I'll pay more if I continue to go to this massage therapist?

Yes, if you continue to go a massage therapist who is not a network provider, you will pay out-of-network rates. For more information on the costs associated with non-network providers, review Benefits at a Glance at www.kingcounty.gov/employees/benefits/YourKingCountyBenefits.

The list of network massage therapists listed on the Regence website is very limited. Are there plans to add more massage therapists?

Regence negotiates with providers in determining who is in the Regence network. A provider can contact Regence if he or she is interested in becoming a network provider. There is always a possibility that the network will change, either with adding new providers or providers dropping off. The county is not aware of any plans to add more providers at this time.

Will I get new ID cards for Regence?

If you stay with or choose KingCareSM during open enrollment, you will receive a Regence ID card in December. The card will have your Regence ID number and your name as the subscriber. Unlike the Aetna ID cards, the Regence cards will not list names of your dependents. You will receive two cards if you cover a spouse or domestic partner. You and any of your enrolled dependents may use a card with your name on it. After Jan. 1, you will be able to order additional cards online at www.myhealthtoolkitrgw.com.

Can I use Regence when I'm traveling outside of Washington?

Yes. With Regence, you will have access to BlueCard[®], a national program that lets members of one Blue company obtain health care services while traveling or living in another Blue company's service area. The program links participating healthcare providers with the independent Blue companies across the country and in more than 200 countries and territories worldwide through a single electronic network for claims processing and reimbursement. These providers will submit claims on your behalf. To find a provider while traveling, visit www.myhealthtoolkitrgw.com.

Will Express Scripts continue as our pharmacy provider?

Yes. Express Scripts will continue to administer prescriptions for the KingCareSM plan. You should continue to use your Express Scripts card when picking up prescriptions from your pharmacy.

If I'm a KingCareSM member under Aetna now, do I need to re-enroll in KingCareSM during open enrollment to be covered by Regence in 2012?

No. The shift from Aetna to Regence will happen automatically for all employees who remain in KingCareSM. However, we do want you to know that to comply with a federal requirement, Aetna will send you a letter at the end of the year which will say your coverage with KingCareSM is ending. Rest assured

that your KingCareSM coverage will continue under Regence in 2012 unless you switch to SmartCare Connect, powered by Group Health, during open enrollment.

I use Aetna Navigator to get information about my claims. Does Regence have a similar service?

Yes. With Regence, you will have a new members-only website, www.myhealthtoolkitrgw.com, where you will be able to access your claims 24/7 as well as a large library of health and wellness information, beginning Jan. 1, 2012.

If I have a question in 2012 about a claim or service I received in 2011, who do I contact?

Throughout 2012, you may continue to contact Aetna for services you received in 2011. Aetna will continue to provide customer service for benefits or services that were provided before Jan. 1, 2012.