

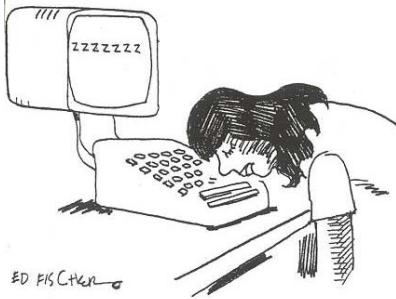


Benefacts

"YOUR EMPLOYEE MEDICAL AND DENTAL RESOURCE"

SEPTEMBER 2008

Fatigued? Need a Health Coach To Keep You Motivated?



- ☑ **HealthSpan E-Coach can help BHP medical plan members with stress, weight loss, fatigue and much more at www.healthspane-coach.com Coupon code: BHP**
- ☑ **If you have any health questions or need help making a life style change, BHP medical plan members may also call a HealthSpan Nurse Coach at 513-551-1432 or 1-800-972-7726.**

Want to see the Doc? The paperwork may cost extra.

If you visited the doctor lately, you may have noticed that some offices charge patients extra fees for administrative tasks. Some physician offices charge to copy immunization records, to complete family medical leave forms, to phone



prescription refills or to complete any administrative service apart from the office visit. Some offices charge a fee if an appointment is canceled within 24 hours.

While not all physicians in the area have adopted this practice, it is a growing trend nationally as well as locally. Fees can range from \$5 to \$50 for requests. Some practices offer the patient the option of paying an annual membership which includes all administrative services or a "pay-as-you-go" service fee. These administrative fees are not covered by your medical plan. You may want to check with your health care provider to understand the doctor's office administrative policies.

Butler Health Plan Has A New Web Site Address!

www.butlerhealthplan.org

Download and Search
Butler Health Plan
Medical & Dental Plan
Documents



Back to College— Don't Forget To Update Full Time Student Status & Check for In-Network Providers on Campus

How do I update my child's full time college student status with my Treasurer's office or Personnel Department?

You need to provide proof of full time student status for dependents over age 19 and under age 25. Submit one of the following from the current school term to demonstrate full-time student status: grade report, school registration, transcripts or letter from school showing full time student status. Please submit proof of full time student status to your Treasurer's office or Personnel Department at the beginning of each term.

My child attends a college out of the HealthSpan primary network. How will services be paid?

Medical— Emergency or Urgent Care claims away from home for plan members are paid as if IN-NETWORK of usual and customary charges. Other non-urgent services like check ups or non-emergency surgery are paid at the out-of-network benefit level unless you find an in-network provider. When traveling or attending college out of the local PPO network area, call the national PPO network, Multiplan, at 1-800-672-2140. If you cannot find an in-network provider,

you may consider scheduling the non-urgent services with an in-network provider over breaks when the student is home.

Dental—There is no dental network at this time. Claims are paid according to the current dental benefit schedule throughout the United States.

Prescription—Caremark is a national company with pharmacies in every state. Call or check the Caremark web site for in-network pharmacies.

Butler Health Plan Web Site

www.butlerhealthplan.org

Online Help—24 Hours A Day



Butler Health Plan News FLASH...

WELCOME TO BUTLER HEALTH PLAN

Partner Web Site Links

- Home
- Medical Benefits
- Dental Benefits
- Prescription Benefits
- Eligibility/Enrollment/COBRA
- How To Choose A Plan
- Claims Help
- Forms
- Get ID Card
- Wellness Benefits
- Staff Worksite Wellness Programs
- Personal Health Coach
- About Butler Health Plan
- Newsletters
- F.A.Q.
- Search



Welcome to the Butler Health Plan (BHP). You may connect to our partners listed below or from the above "Partner Web Site Links" drop down menu. Please read this quick assistance guide for a description of services for BHP members.

BHP Partners	Service Provided to BHP Members
Allied Benefit Systems, Inc. 1-800-288-2078	Log on to www.alliedbenefit.com to view paid medical and dental claims or call for claim inquiry, eligibility, benefits, or to order additional ID cards.
Caremark 1-866-498-2247	Log on to www.caremark.com to view your paid prescription claims, preferred formulary or call for benefits.
HealthSpan Preferred 1-888-914-7726	Call or log on to www.healthspannetwork.com to verify in-network doctors and providers in the primary network.
MultiPlan Network 1-800-672-2140	Call or log on to www.multiplan.com to verify providers outside the primary network. This is a national network.
Emerald Health Network 1-800-346-3141	Call or log on to www.interplanhealth.com/ehn.asp to verify providers outside the primary network.
HealthSpan Complete Care & Personal Nurse Health Coach 1-800-972-7726	Call or log on to www.healthspan-coach.com to enroll. Password "BHP"
Healthspan Precertification 1-800-972-7726	Call HealthSpan for precertification of hospital stays and within 2 working days of emergency admissions.
Lab Card 1-800-646-7788	Call or log on to www.Labcard.com for lab collection sites.