

The EBD Update – Friday, September 14, 2007

A weekly publication by The Employee Benefits Division

***** Public School Edition *****

Benefit Confirmation and Enrollment Forms

Many districts still have a few remaining Benefit Confirmation or Enrollment Forms that need to be processed. A report was generated earlier today and will give you the names of the members who, at this current time, would lose coverage as of 9/30 for failure to return a form. ** We will work with you to make sure that this does not occur. **

If you have a copy of the missing form, please forward that to EBD. We have processed all forms received by us either by fax or by mail. If you are mailing the forms, it may take a few days for the delivery service to bring the packages from the post office to us. Fax is the most efficient way to send the remaining forms to us.

If you have any questions about your membership, please let us know and we will work with you to get the coverage for your members. We do not, and will not, terminate the coverage for a member that has completed their form, but we have to work through the process of collecting the signatures on all members and the only way to do that is to actually receive the forms in-house.

ID Cards

Members should be receiving their new ARHealth ID Cards in the mail. Please remind the members that these cards are effective October 1st. If they have a Health Advantage ID Card, the new number will begin with PXG. All members will need to present their new ID card at their first trip to the physician or pharmacy on or after October 1 so that bills can be generated correctly. If the old card is used, the claims may be rejected and will need to be re-billed under the new number. If you discover that a claim has been paid incorrectly due to an incorrect or inactive member number, please contact your Benefit Coordinator and they can help the member resolve the problem.

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