

GUIDE AMENDMENT #1 - ADDITION OF UNITEDHEALTHCARE NETWORK - 8/14/2009



The 2009-2010 Open Enrollment dates have been changed to **August 20th through September 4th**. Open Enrollment will be mandatory and employees must take action during this time to maintain benefits coverage through the Arizona Department of Administration Benefit Options Plan. This Amendment has been prepared to inform you of the UnitedHealthcare medical network details that were omitted in the original printing of the Open Enrollment Benefit Guide. The chart below describes employees' medical network options for the plan year beginning October 1, 2009.

	Aetna	BCBS of AZ*	CIGNA	UnitedHealthcare
EPO	X	X	X	X
PPO	X	X		X
HSA Option	X			

*Blue Cross Blue Shield of Arizona administered by AmeriBen

Herein you will find:

1. The revised Benefit Expo/Screenings calendar (Note: Date changes from the original mailing)
2. UnitedHealthcare Online Features, Insurance Premiums, and Medical Management Information
3. A change log to the Open Enrollment Benefit Guide for the inclusion of UnitedHealthcare EPO/PPO networks
4. The revised Contacts page

DATES & EVENTS

August-September 2009				
Monday	Tuesday	Wednesday	Thursday	Friday
17	18	19	20	21
			Open Enrollment Begins	
24	25	26	27	28
Flagstaff Benefit Expo 10am-2pm Screening 10am-12pm	Phoenix Benefit Expo 10am-2pm Screening 10am-2pm	Phoenix Benefit Expo 10am-2pm Screening 10am-12pm	Tucson Benefit Expo 11am-2pm Screening 11am-2pm	Tempe Benefit Expo 10am-2pm
31	01	02	03	04
Phoenix Benefit Expo 10am-2pm				Open Enrollment Ends

Benefit Expo Locations

- Phoenix: ADOA Lobby, 100 N. 15th Ave., Phoenix, AZ 85007
- Flagstaff: Radisson Woodlands Hotel, 1175 W. Route 66, Flagstaff, AZ 86001
- Tempe: Four Points Sheraton, 1333 S. Rural Rd., Tempe, AZ 85281
- Tucson: Marriott University Park Hotel, 880 E. 2nd St., Tucson, AZ 85719

ONLINE FEATURES

UnitedHealthcare (www.myuhc.com)

Provider Search

Find the physicians and hospitals that are convenient and right for you.

UnitedHealthcare members can create a user ID and Password, and have access to:

Personal Profile

Verify benefits and eligibility. Print a temporary or order a replacement ID card anytime.

Provider Information

You may view the status of your member eligibility and all claims submitted. You can also send and receive information through the secure mail feature.

Claims Inquiry

View and read the status of all medical claims submitted for payment, including; billed charges, any deductibles or co-pays made, the amount paid to the provider, and details on provider payments.

Deductible Status

View all of the copays and deductibles paid to date for tax purposes or the amounts accrued towards any plan maximums.

Hospital Comparison

Compare hospitals based on quality of care, procedures, and patient safety measures with the “Hospital Comparison” tool.

Treatment Cost

Find out and compare what different treatments will cost using the Treatment Cost Estimator, before you need to make a decision.

Nurseline

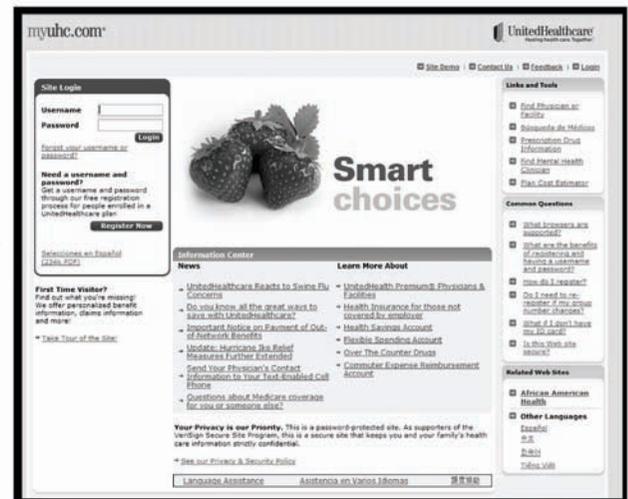
Chat online with registered nurses 7 days a week for trusted information and peace of mind when you have a question or during times when you cannot reach your doctor.

Health Information

Look up a variety of health conditions, procedures, and topics. You can research a condition for yourself or on behalf of a loved one with the website’s evidence-based medical information from the prestigious Healthwise and Best Treatments organizations.

Expert Information

Participate in monthly online events with leading experts in health care.



SUMMARY OF MONTHLY INSURANCE PREMIUMS 2009-2010

Monthly Medical Premium

Plan	Tier	Employee Premium	State Premium	Total Premium	Agency HSA Contribution
EPO (Aetna, Ameriben*, CIGNA, UnitedHealthcare)	Emp only	\$39	\$484	\$523	-
	Emp+adult	\$97	\$1,013	\$1,110	-
	Emp+child	\$79	\$967	\$1,046	-
	Family	\$178	\$1,264	\$1,442	-
PPO (Aetna, Ameriben*, UnitedHealthcare)	Emp only	\$154	\$641	\$795	-
	Emp+adult	\$328	\$1,318	\$1,646	-
	Emp+child	\$309	\$1,268	\$1,577	-
	Family	\$443	\$1,699	\$2,142	-
HSA (Aetna)	Emp only	\$25	\$444	\$469	\$42
	Emp+adult	\$80	\$906	\$986	\$83
	Emp+child	\$59	\$879	\$938	\$83
	Family	\$150	\$1,143	\$1,293	\$83

*Blue Cross Blue Shield of Arizona administered by AmeriBen

ATTENTION: NAU Blue Cross Blue Shield plan rates are not included in this chart, please refer to <http://hr.nau.edu/m/content/view/102/112/> for more information.

UNITED HEALTHCARE MEDICAL MANAGMENT

In addition to the three medical management vendors described in the Benefit Guide on pages 27 and 28, UnitedHealthcare offers equal medical management services to their members. Members enrolled with UnitedHealthcare receive utilization management, case management, and disease management services through UHC's special contract with OptumHealth.

The dedicated team of professionals at OptumHealth can be reached using the UnitedHealthcare member services phone number at 1.800.896.1067.

For Nurse Line inquiries or consultations UnitedHealthcare members can call 1.800.401.7396.

GUIDE CHANGE LOG

The change log below is intended to make you aware of changes that have been made to the Open Enrollment Benefit Guide.

ATTENTION: Northern Arizona University Employees and Retirees: Information about the NAU Blue Cross Blue Shield plan is NOT included in this enrollment guide. NAU employees and retirees should review NAU specific benefit plan information, at <http://hr.nau.edu/m/content/view/102/112/>.

Page Number	Location	Current Content in Open Enrollment Benefit Guide	Changes/Revisions to Content in Open Enrollment Benefit Guide*
1	Dates & Events Calendar		Calendar updated, please see page A of this amendment.
2	Open Enrollment	Open Enrollment will begin Monday, August 10th at 8:00 a.m. and will end Monday, August 31st at 5:00 p.m. (Arizona Time).	Open Enrollment will begin Thursday, August 20th at 8:00 a.m. and will end Friday, September 4th at 5:00 p.m. (Arizona Time).
2	Open Enrollment, Important (side black bar)	The 2009-2010 mandatory Open Enrollment will begin Monday August 10th and close Monday August 31st.	The 2009-2010 mandatory Open Enrollment will begin Thursday, August 20th and close Friday September 4th.
3	Benefit Changes for Plan Year 2009-2010, New Medical Networks	New Medical Networks We have chosen three new contractors: Aetna, Blue Cross Blue Shield of Arizona administered by AmeriBen, and CIGNA.	Medical Networks We have chosen four contractors: Aetna, Blue Cross Blue Shield of Arizona administered by AmeriBen, CIGNA, and UnitedHealthcare.
6	Benefit Changes Continued, Other Changes, Annual Health Assessment	This year's Annual Health Assessment will be available online August 10, 2009 through January 29, 2010.	This year's Annual Health Assessment will be available online August 20 , 2009 through January 29, 2010.
9	Where to Enroll - State	During the 2009-2010 Open Enrollment August 10th through August 31st, benefit elections are mandatory and must be made using the YES system online at yes.az.gov .	During the 2009-2010 Open Enrollment August 20th through September 4th , benefit elections are mandatory and must be made using the YES system online at yes.az.gov .
11	Summary of Monthly Rates, Monthly Medical Premium		Please see page C of this amendment.
13	Medical Plan Information	In order to have medical coverage effective October 1, 2009, you must choose one of the new medical networks: Aetna, CIGNA or Blue Cross Blue Shield of Arizona administered by AmeriBen.	In order to have medical coverage effective October 1, 2009, you must choose one of the medical networks: Aetna, CIGNA, Blue Cross Blue Shield of Arizona administered by AmeriBen or UnitedHealthcare.
13	Medical Plan Information, Understanding your Options, Chart		Add UnitedHealthcare network to EPO and PPO Options. See page A of this amendment.
13	Medical Plan Information, The EPO	The EPO plan is available with all three networks: Aetna, Blue Cross Blue Shield of Arizona administered by AmeriBen, and CIGNA.	The EPO plan is available with all four networks: Aetna, Blue Cross Blue Shield of Arizona administered by AmeriBen, CIGNA, and UnitedHealthcare.
13	Medical Plan Information, The PPO	The PPO plan is available with Aetna and AmeriBen.	The PPO plan is available with Aetna, Blue Cross Blue Shield of Arizona administered by AmeriBen, and UnitedHealthcare.

*Changes/revisions are shown in **bold**.

GUIDE CHANGE LOG

ATTENTION: Northern Arizona University Employees and Retirees: Information about the NAU Blue Cross Blue Shield plan is NOT included in this enrollment guide. NAU employees and retirees should review NAU specific benefit plan information, at <http://hr.nau.edu/m/content/view/102/112/>.

Page Number	Location	Current Content in Open Enrollment Benefit Guide	Changes/Revisions to Content in Open Enrollment Benefit Guide*
14	Medical Plan Continued, Contacts		Add UnitedHealthcare 1.800.896.1067, myuhc.com
22	Integrated & Non-Integrated		Add UnitedHealthcare under Integrated
23	Medical Plan Comparison Chart		Add UnitedHealthcare under EPO and PPO In-Network, and PPO Out-of-Network
25	Medical Online Features		Please see page B of this amendment.
27	Medical Management, Services Available	Under the Benefit Options health plan there are three medical management vendors: American Health Holdings* (AHH), CIGNA, and Aetna.	Under the Benefit Options health plan there are four medical management vendors: American Health Holdings* (AHH), CIGNA, Aetna, and OptumHealth .
27	Medical Management, Services Available		Add OptumHealth serves members enrolled with the UnitedHealthcare network . See page C of this amendment.
27	Medical Management, Utilization Management	AHH, CIGNA, and Aetna provide prior authorization and utilization review for the ADOA Benefit Options plans when members require non-primary care services.	AHH, CIGNA, Aetna, and OptumHealth provide prior authorization and utilization review for the ADOA Benefit Options plans when members require non-primary care services.
27	Medical Management, Utilization Management		Add OptumHealth 1.800.896.1067
28	Medical Management Continued, Getting Involved	The Benefit Options disease management programs offered through CIGNA, Aetna, and American Health Holdings identify and reach out to members who may need help managing their health conditions.	The Benefit Options disease management programs offered through CIGNA, Aetna, American Health Holdings, and OptumHealth identify and reach out to members who may need help managing their health conditions.
28	Medical Management Continued, Nurse Line		Add OptumHealth 1.800.401.7396
31	Pharmacy Plan Information Continued	ADOA Benefit Options (Aetna, AmeriBen, Blue Cross Blue Shield of Arizona administered by AmeriBen, CIGNA)	ADOA Benefit Options (Aetna, Blue Cross Blue Shield of Arizona administered by AmeriBen, CIGNA, UnitedHealthcare)
40	International Coverage, Medical Care, EPO Plans		Add UnitedHealthcare, Emergency & Urgent Only
40	International Coverage, Medical Care, PPO Plans		Add UnitedHealthcare, Emergency & Urgent Only at In-Network Benefit Level*
45	Employee Wellness, Annual Mayo Clinic Health Assessment	Annual Mayo Clinic Health Assessment (August 10, 2009 through January 29, 2010)	Annual Mayo Clinic Health Assessment (August 20 , 2009 through January 29, 2010)

*Changes/revisions are shown in **bold**.

CONTACT INFORMATION

ADOA Contacts

Benefit Services Division
100 N. 15th Ave #103
Phoenix, AZ 85007
602.542.5008 or 1.800.304.3687
www.benefitoptions.az.gov
benefitissues@azdoa.gov

Benefit Options Wellness
602.771.9355
www.benefitoptions.az.gov/wellness

Employee Assistance Program
602.771.9355
www.benefitoptions.az.gov/wellness/eap.asp

Medical Plans

Aetna
1.866.217.1953
www.aetna.com
Policy Number 476687

Blue Cross Blue Shield
of Arizona administered by
AmeriBen
1.866.955.1551
<https://services.ameriben.com>
Policy Number 1009013

CIGNA
1.800.968.7366
www.cigna.com/stateofaz
Policy Number 3331993

UnitedHealthcare
1.800.896.1067
www.myuhc.com
Policy Number 705963

Pharmacy Plan

MedImpact
1.888.648.6769
www.benefitoptions.az.gov
ADOAcustomerservice@medimpact.com

Vision Plan

Avesis, Inc.
1.888.759.9772
www.avesis.com
Policy Number 10790-1040
Discount Policy # 9000

Dental Plans

Delta Dental
602.588.3620
1.866.9STATE9
www.deltadentalaz.com
Policy Number 7777-0000

Total Dental Administrators
Health Plans, Inc. (TDAHP)
602.381.4280
1.866.921.7687
www.totaldentaladmin.com
Policy Number 680100

Flexible Spending Accounts

ASI Member Services
1.800.659.3035
www.asiflex.com
asi@asiflex.com

Life & Short-Term Disability Plans

The Hartford
1.866.712.3443
<http://groupbenefits.thehartford.com/arizona/>
Policy Number 395211

Long-Term Disability Plans

Sedgwick CMS
(ASRS participants)
1.818.591.9444
www.vpainc.com

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The Hartford
(PSPRS, EORP, CORP, and ORP,
retirement participants)
1.866.712.3443
<http://groupbenefits.thehartford.com/arizona/>
Policy Number 395211

Travel Assistance

Europ Assistance Services USA
1.800.243.6108
<http://groupbenefits.thehartford.com/arizona/>
Policy Number 395211

For University Employees

UNUM - Short-Term Disability
1.800.799.4455
www.unum.com

Aetna Life Insurance
1.800.523.5065
www.aetna.com

University of Arizona
Benefits Office
520.621.3662, Option 3
www.hr.arizona.edu
benefits@email.arizona.edu

Arizona State University
Tempe and Polytechnic
campus employees
480.965.2701
[www.asu.edu/hr/benefits/
OpenEnrollment@asu.edu](http://www.asu.edu/hr/benefits/OpenEnrollment@asu.edu)

West and Downtown campus
employees
602.543.8400
[www.asu.edu/hr/benefits/
OpenEnrollment@asu.edu](http://www.asu.edu/hr/benefits/OpenEnrollment@asu.edu)

Northern Arizona University
Human Resources
928.523.2223
[www.hr.nau.edu/
hr.contact@nau.edu](http://www.hr.nau.edu/hr.contact@nau.edu)