

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 retirees 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 retirees' medical network options for the plan year beginning October 1, 2009.

	Aetna	BCBS of AZ*	CIGNA	UnitedHealthcare	SecureHorizons
EPO	X	X	X	X	
PPO	X	X		X	
SecureHorizons Medicare Complete HMO					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

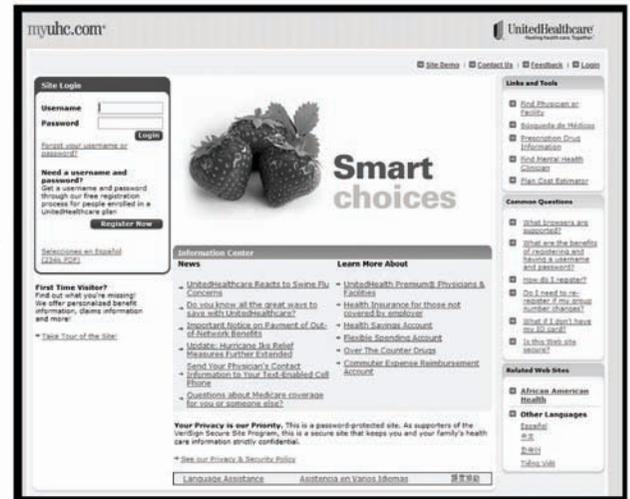
Chat online with registered nurses 7 days a week for trusted information and peace of mind when you have a question or during times when you cannot reach your doctor.

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 Premiums (Without Medicare)

		Premium Payment
EPO (Aetna, BCBS of AZ*, CIGNA & UnitedHealthcare)	Retiree only	\$537
	Retiree +1	\$1,255
	Family	\$1,691
PPO (Aetna, BCBS of AZ* & UnitedHealthcare)	Retiree only	\$853
	Retiree +1	\$2,008
	Family	\$2,782

Monthly Medical Premiums (With Medicare)**

		Premium Payment
EPO (Aetna, BCBS of AZ*, CIGNA & UnitedHealthcare)	Retiree only	\$400
	Retiree +1 (Both Medicare)	\$795
	Retiree +1 (One Medicare)	\$927
	Family (Two Medicare)	\$1,055
PPO (Aetna, BCBS of AZ* & UnitedHealthcare)	Retiree only	\$714
	Retiree +1 (Both Medicare)	\$1,426
	Retiree +1 (One Medicare)	\$1,575
	Family (Two Medicare)	\$1,792

*Blue Cross Blue Shield of Arizona administered by AmeriBen.

**Refer to Retiree Enrollment form for SecureHorizons Premiums.

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 MANAGEMENT

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 Retirees: Information about the NAU Blue Cross Blue Shield plan is NOT included in this enrollment guide. NAU 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 .
5	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 .
12	Where to Enroll - Online	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 .
14	Where to Enroll - Enrollment Form Continued		Add to example of Enrollment form, under Medical Plans, Members without Medicare: UnitedHealthcare EPO and UnitedHealthcare PPO.
15	Where to Enroll - Enrollment Form Continued		Add to example of Enrollment form, Members with Medicare: UnitedHealthcare EPO and UnitedHealthcare PPO.
18	Summary of Monthly Rates, Monthly Medical Premium without Medicare		Please see page C of this amendment.
18	Summary of Monthly Rates, Monthly Medical Premium with Medicare		Please see page C of this amendment.
29	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 .
29	Medical Plan Information, Understanding your Options, Chart		Add UnitedHealthcare network to EPO and PPO Options. See page A of this amendment.

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

GUIDE CHANGE LOG

ATTENTION: Northern Arizona University Retirees: Information about the NAU Blue Cross Blue Shield plan is NOT included in this enrollment guide. NAU 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*
29	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 .
29	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 .
30	Medical Plan Continued, Contacts		Add UnitedHealthcare 1.800.896.1067, myuhc.com .
31	Medical Online Features		Please see page B of this amendment.
34	Medical Plan Comparison Chart		Add UnitedHealthcare under EPO, PPO In-Network, and PPO Out-of-Network.
36	Integrated & Non-Integrated		Add UnitedHealthcare under Integrated.
37	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 .
37	Medical Management, Services Available		Add OptumHealth serves members enrolled with the UnitedHealthcare network . See page C of this amendment.
37	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.
37	Medical Management, Utilization Management		Add OptumHealth 1.800.896.1067 .
38	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.
38	Medical Management Continued, Nurse Line		Add OptumHealth 1.800.401.7396 .
44	Pharmacy Benefits Summary	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)
52	International Coverage, Medical Care, EPO Plans		Add UnitedHealthcare, Emergency & Urgent Only
52	International Coverage, Medical Care, PPO Plans		Add UnitedHealthcare, Emergency & Urgent Only at In-Network Benefit Level*

*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
beneissues@azdoa.gov

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

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

SecureHorizons
1.866.622.8055
www.securehorizons.com

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

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

Vision Plan

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

Long-Term Disability Plans

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

(continued on next column)

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

Retirement Systems

Arizona State Retirement
System (ASRS)
3300 N. Central Ave, 13th
Floor Phoenix, AZ 85012
602.240.2000 or
1.800.621.3778
www.azasrs.gov

Public Safety Personnel
Retirement System (PSPRS);
Elected Officials' Retirement
plan (EORP); Corrections
Officer Retirement Plan
(CORP)
3010 E. Camelback Rd, #200
Phoenix, AZ 85016
602.255.5575
www.psprs.com

Benefit Options

Choice. Value. Health.