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IAI | IMPORTANT ADMINISTRATIVE INFORMATION



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December 2017



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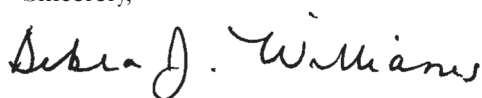
Dear Valued Customer:

Welcome to our Important Administrative Information December 2017 newsletter. We provide the latest health care industry news that affects you. This edition's topics include:

- Upcoming Changes to Summary of Health Plan Payments Statements
- Your Employees Are Getting Access to More Dentists
- New "My Pharmacy Options" Program for Commercial Accounts with Pharmacy Benefits
- Walgreens Specialty Pharmacy Is Now AllianceRx Walgreens Prime
- New Prescription Drug Product for ASC Accounts
- Telehealth Provider Fee Change Account Update
- Introducing ahealthyme® Rewards—the Wellness Program that Rewards Healthy Decisions

As always, if you have any questions, please contact your account executive.

Sincerely,



Debbie Williams
Senior Vice President, Sales and Account Service

[IAI December 2017]

Upcoming Changes to Summary of Health Plan Payments Statements

- ✓ Small accounts (50 or less enrolled)
- ✓ Mid-size (51-99 enrolled)
- ✓ Large (100 or more enrolled)
- ✓ Municipal
- ✓ MIIA

Due to new requirements issued by the Massachusetts Division of Insurance, beginning February 1, 2018, we'll send updated Summary of Health Plan Payments statements to members. We're updating the glossary of terms and adding language regarding member privacy, delivery options, and suppression rights.

These changes will impact members of all fully insured and self-insured commercial accounts, student health plans, and guest plans. Medicare and dental plans won't be impacted by this change.

We'll also be updating our Summary of Health Plan Payments Guide, the privacy notice in our Subscriber Certificates, and our Commitment to Confidentiality notice.



If you have any questions, please contact your account executive.

Your Employees Are Getting Access to More Dentists

- ✓ Small accounts (50 or less enrolled)
- ✓ Mid-size (51-99 enrolled)
- ✓ Large (100 or more enrolled)
- ✓ Municipal
- ✓ MIIA

Beginning January 1, 2018, Dental Blue® members will be able to get service from nearly 122,000 dentists, and 300,000 provider locations across the country through our Dental Blue National Network. This new network is one of the largest in the country, and is nearly twice the size of our current national network. To support this effort, we'll be issuing new ID cards to existing members in November. In addition, we've updated our Find a Doctor & Estimate Costs tool, making it even easier for your employees to search for network dentists and locations. They can now search seamlessly using a zip code or plan type. Your employees will no longer have to conduct a separate search for dentists outside of Massachusetts.

New “My Pharmacy Options” Program for Commercial Accounts with Pharmacy Benefits

- ✓ Small accounts (50 or less enrolled)
- ✓ Mid-size (51-99 enrolled)
- ✓ Large (100 or more enrolled)
- ✓ Municipal
- ✓ MIIA



Beginning January 1, 2018, Express Scripts® will launch a promotional mailing campaign encouraging the use of mail service delivery. Members taking a medication suitable for the mail service pharmacy will receive a letter explaining the benefits and potential savings of the mail service pharmacy program.

To learn more about My Pharmacy Options, please contact your account executive.

Walgreens Specialty Pharmacy Is Now AllianceRx Walgreens Prime

- ✓ Small accounts (50 or less enrolled)
- ✓ Mid-size (51-99 enrolled)
- ✓ Large (100 or more enrolled)
- ✓ Municipal
- ✓ MIIA



One of the specialty pharmacies in our retail network, Walgreens Specialty Pharmacy, has changed its name to AllianceRx Walgreens Prime. AllianceRx Walgreens Prime delivers specialty pharmacy services to individuals with complex medical conditions.

For more information, visit **bluecrossma.com/iai**.

New Prescription Drug Product for ASC Accounts

- ✓ Large (100 or more enrolled)
- ✓ Municipal
- ✓ MIIA



We're pleased to announce the introduction of Smart90, a new 90-day at retail pharmacy product, for our ASC clients beginning in 2018. With Smart90, your employees benefit by paying the same amount for a 90-day supply of certain long-term medications at a CVS retail pharmacy as they do through the Express Scripts® (ESI) mail service pharmacy.

To learn more about Smart90, please contact your account executive.

Telehealth Provider Fee Change Account Update

- ✓ Small accounts (50 or less enrolled)
- ✓ Mid-size (51-99 enrolled)
- ✓ Large (100 or more enrolled)
- ✓ Municipal
- ✓ MIIA



Our contracted provider network rates are updated periodically. As a result of a recent update, the American Well standard medical visit fee will increase by \$10, to \$59. This impacts our discounted member rate, increasing it from \$39 to \$49 effective January 1, 2018.

We're committed to providing affordable health care to you and your employees. Our Telehealth offering is very competitive in the health care market, and is a cost-effective alternative to non-emergency, in-person care. Telehealth adds value to your benefits package by offering your employees state-of-the-art, convenient, and secure access to care through a national network of credentialed providers, anytime and anywhere.

If you have any questions, please contact your account executive.

Introducing ahealthyme®
Rewards—the Wellness
Program that Rewards
Healthy Decisions

✓ Large (100 or more enrolled)



We're pleased to introduce our new wellness incentive program, ahealthyme Rewards, powered by Virgin Pulse®, an independent company. ahealthyme Rewards is available to fully insured accounts with a renewal date of January 1, 2018, that have 100-249 subscribers. This program is fully funded by Blue Cross.

For more information, visit **bluecrossma.com/iai**.