

STATE OF MAINE
BUREAU OF HUMAN RESOURCES

Healthy Times

Employee Health & Benefits Newsletter – Fall 2009

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ANTHEM AWARDED MEDICARE CONTRACT

The State Employee Health Commission has announced that Anthem Blue Cross Blue Shield has been selected to provide coverage for Medicare retirees under the Maine State employee health plan. Anthem will be providing a Medicare Advantage Private Fee-for-Service (PFFS) effective January 1, 2010.

The Commission selected Anthem from among eight proposals to replace Coventry's Advantra Freedom plan. While the Commission is still negotiating contract terms with Anthem, the monthly premium is expected to be no more than Anthem's quoted price of \$269.28 – this was the lowest bid among the eight vendors.

The Office of Employee Health & Benefits is working with Anthem to schedule a series of informational meetings at numerous sites across the state beginning in November. Members will also be receiving written communication from Anthem within the next several weeks.

EARLY RESULTS FROM TIERED HOSPITAL BENEFITS

Back in 2006 when the tiered hospital benefit was introduced the State Employee Health Commission told members that the objectives were to: encourage Maine hospitals to publicly report their performance, incent members to use high-quality providers, and drive quality improvement.

So what has happened over the past three years? We can point to strong evidence that the safety and quality of Maine hospitals has improved both individually and collectively. When the tiered hospital benefit was introduced only half (18 of 36) of Maine's hospitals scored well enough in the Medication Safety survey to indicate that the hospital "has made good early stage effort in implementing recommended safe practices". In 2005 the average score on the Medication Safety survey was 14. By August 2009 all 36 Maine acute care hospitals earned a blue ribbon in Patient Safety. The average score in 2009 increased to 73. Each year the Medication Safety survey has gotten tougher at the insistence of hospital pharmacists yet hospital performance continues to improve. Maine hospitals arguably have among the safest medication practices in the country.

One of the other key measurements has been how Maine hospitals have performed on Centers for Medicare and Medicaid (CMS) indicators compared with national results. CMS reports on hospital performance in four clinical areas: treatment of heart attack, of heart failure, pneumonia and surgical infections. From the very beginning of the tiered benefit Maine hospitals on average performed better than the national average. As national averages have increased, Maine hospital performance has continued to improve. The most recent Maine average performances for the treatment of heart attack and surgical infections are only slightly below the performance of the top hospitals in the country.

HOW TO REACH US

WORKERS' COMPENSATION

207-287-6655

Toll Free: 1-800-422-4503

EMPLOYEE BENEFITS

www.maine.gov/bchl/

207-287-6780

Toll Free: 1-800-422-4503

TTY Toll Free: 1-888-577-6690

WELLNESS CENTERS

<http://inet.state.me.us/wellnesscenter>

Augusta: 207-287-9059

Bangor: 207-941-4774

Hours:

Monday - Thursday

6:00 a.m. - 7:00 p.m.

Friday

6:00 a.m. - 2:00 p.m.

Saturday

8:00 a.m. - 2:00 p.m.

(September - May)

POINT-OF-SERVICE

Anthem Member Services:

1-800-527-7706

TTY:

1-888-671-4333

24/7 Nurse Call Line:

1-800-607-3262

MEDICARE RETIREES

Anthem Smart Value

First Impressions:

1-866-657-4970

TTY/TDY:

1-800-425-5705

E.A.P.

Employee Assistance Plan

Contact us **TOLL FREE**

at 1-800-451-1834

EARLY RESULTS from p.1

In the most recent reporting period four Maine hospitals (Inland, Maine Medical Center, Maine General Medical Center, and Parkview Adventist) each scored among the top hospitals in the country in selected categories for rates readmission and mortality. The actual performance for these outcomes measures found these four Maine hospitals performing in the top 1.8% to 5% among nearly 5,000 hospitals reporting nationwide.

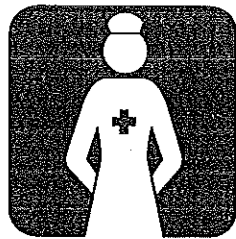
While the State Employee Health Commission certainly cannot take credit for the outstanding performance of Maine hospitals, we do believe that public reporting and the tiered benefit design have contributed to ongoing improvements.

We will continue to work with the Maine Health Management Coalition and Maine hospitals to expand the measures for hospital performance and to share that information with State employee health plan members. It is the Commission's objective to provide members with the information and incentives to select the highest value care.

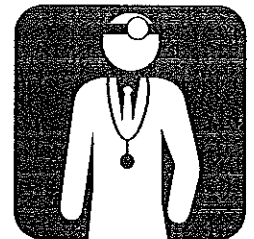
SAVE MONEY ~ IMPROVE YOUR HEALTH

The State employee health plan is offering members with certain chronic conditions the opportunity to save money and improve the management of their illness. For several years the State Employee Health Commission has offered the Telephonic Diabetes Education & Support (TDES) program. TDES provides one-on-one telephonic contact with a diabetic educator to help set goals and give you the tools to better manage your disease. As an incentive prescription drug copays for diabetes medications and supplies are waived while you participate in TDES.

In January 2010 the TDES program will be expanded to include members who have a diagnosis of diabetes and cardiovascular disease. The same incentives on prescription drug copays will apply. Look for your invitation to participate later this fall.



Anthem Members Save Money on Doctor Visits and Drugs



If you have asthma or congestive heart failure, as a member of the state employee health plan, joining Anthem's ConditionalCare Incentive Program can save you or your covered dependent money. By signing up for this free program, you can save money on doctor visit co-pays (for visits related to your condition) and you may be eligible for special savings on specific maintenance and preventive drugs related to your condition.

To join or learn more, contact Anthem Member Services at 1-800-527-7706. When you call, make sure you have your Anthem insurance card handy.

Get paid to take good care of yourself.

ANTHEM WALK-IN CENTER NETWORK INCREASES TO 11 LOCATIONS

American Current Care dba Concentra 34 Gilman Road, Bangor Phone: 207-941-8300	Mon-Fri: 7:00am to 7:00pm Sat: 8:00am to 12:00pm
Orono Medical Center 303 Main Street, Orono Phone: 207-866-5561	Mon-Fri: 8:00am to 6:00pm Sat: 9:00am to 2:00pm
Expresscare 325C Kennedy Memorial Dr., Waterville Phone: 207-873-3961	Mon-Fri: 9:00am to 6:00pm Sat: 9:00am to 3:00pm
American Current Care dba Concentra 219 Capitol St., Suite 2, Augusta Phone: 207-629-5505	Mon-Fri: 8:00am to 5:00pm
American Current Care dba Concentra 59 East Avenue, Lewiston Phone: 207-784-1682	Mon-Fri: 7:30am to 5:00pm
Freeport Medical Center 42 Mallett Drive, Freeport Phone: 207-865-3491	Mon-Fri: 8:00am to 6:00pm Sat: 10:00am to 12:00pm
Goodall Express 10 Goodall Drive, Waterboro Phone: 207-490-7760	Mon-Fri: 9:00am to 6:00pm Sat: 8:00am to 1:00pm
Mercy Express Care 40 Park Road, Westbrook Phone: 207-857-8174	Daily from 8:00am to 8:00pm
Mercy Express Care 409 Roosevelt Trail, Windham Phone: 207-893-0290	Daily from 8:00am to 8:00pm
American Current Care dba Concentra 1600 Congress Street, Portland Phone: 207-774-7751	Mon-Fri: 7:30am to 5:00pm
American Current Care dba Concentra 29 Winter Street, Norway Phone: 207-743-7399	Mon: 8:00am to 4:30pm Tues: 1:00pm to 4:30pm Wed: 8:00am to 4:30pm Thurs: CLOSED Fri: 8:00am to 11:30am

REMEMBER:

the State of Maine member copay is a \$15 Specialty copay at a Walk-In-Center as compared to \$75 at an ER.

NOTICE of Open Enrollment for Flex-Spending for Active Employees

Open enrollment for medical care and dependent care (day-care) spending accounts will be held from November 16 through December 18, 2009.
(More details to follow...)

State Government Office Closures

The Department of Administrative & Financial Services (DAFS) has listed the following state government closure (**shut-down**) days for the remainder of fiscal year 2010.

Thursday, December 24

Friday, January 15

Tuesday, February 16

Friday, March 12

Tuesday, April 20

Friday, May 28

SORRY...

Due to space limitations in this issue, we were unable to include the guide, "How to Read Over the Counter Drug Labels."

It will appear in the Winter issue.

**STATE OF MAINE
EMPLOYEE HEALTH & BENEFITS**

State House Station 114
220 Capitol Street
Augusta, Maine 04333-0114

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Augusta, ME

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**CONTRIBUTION LIMITS
UNDER DEFERRED COMP PLAN
WILL REMAIN THE SAME IN 2010**

The maximum annual amount you may contribute to the State of Maine Deferred Compensation Plan will be \$16,500 in 2010. If you qualify for Special Age 50 or Older Catch-Up Contributions, you may contribute up to an additional \$5,500 for a total annual contribution of up to \$22,000. If you are nearing your Normal Retirement Age, you may be eligible to make pre-retirement Plan Catch-Up Contributions up to an additional \$16,500, for a total annual contribution of up to \$33,000.

As you consider these contribution limits, ask yourself if you are doing all you can to save for retirement. Now is a good time to look at your savings and determine whether you are on track.

If you have questions about Plan contribution limits, please consult your financial services organization (FSO) representative. Contact information for the representatives is available on the Deferred Compensation Plan website at:

http://www.maine.gov/beh/DeferredComp/deferredComp_Index.htm