

NewsfromBlue

Important updates for Benefit Administrators

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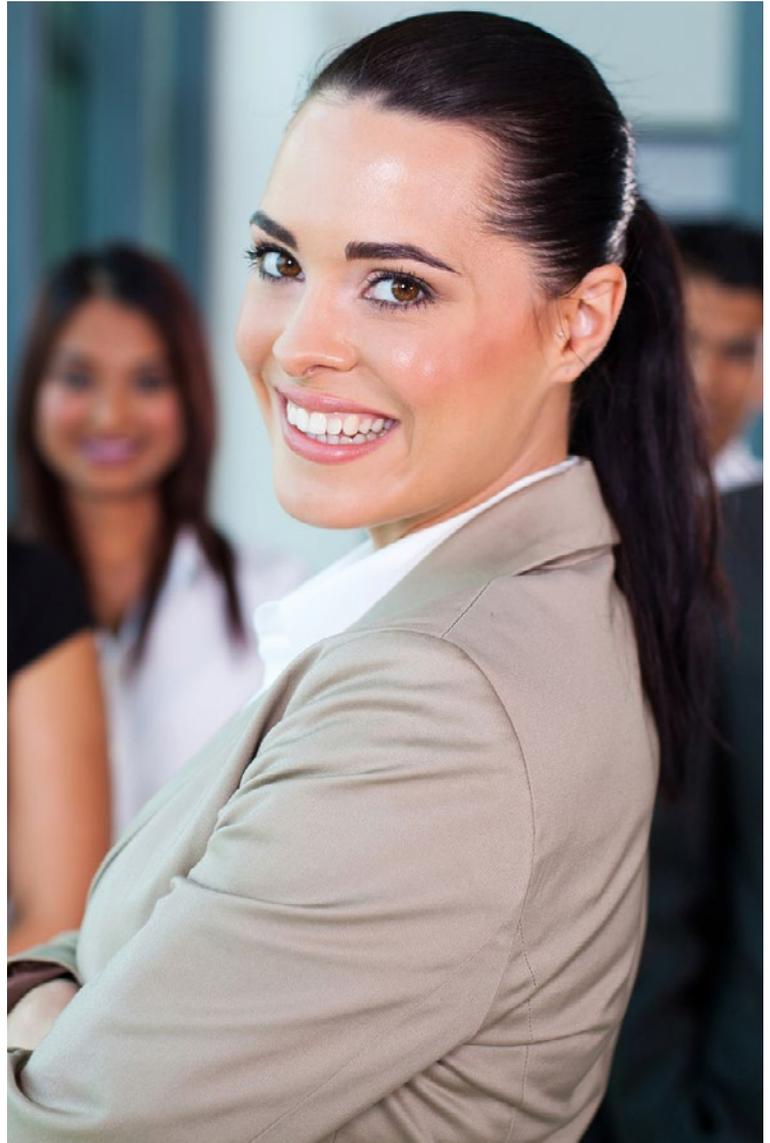
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Contact Us

Enrollment, Maintenance and Billing: 866-946-2583 or

GrpEMBflbluemembership@floridablue.com

Claims and Customer Service: 800-352-2583

BlueBiz questions: BlueBizSupport@floridablue.com

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Managing your company's plan



*Our Mission:
Helping people
and communities
achieve better
health is our reason
for existence. It
sets us apart from
our competitors—
we are committed
to making a
difference for
all of Florida's
communities.*

Enrollment and Billing Improvements Designed to Work Better for You

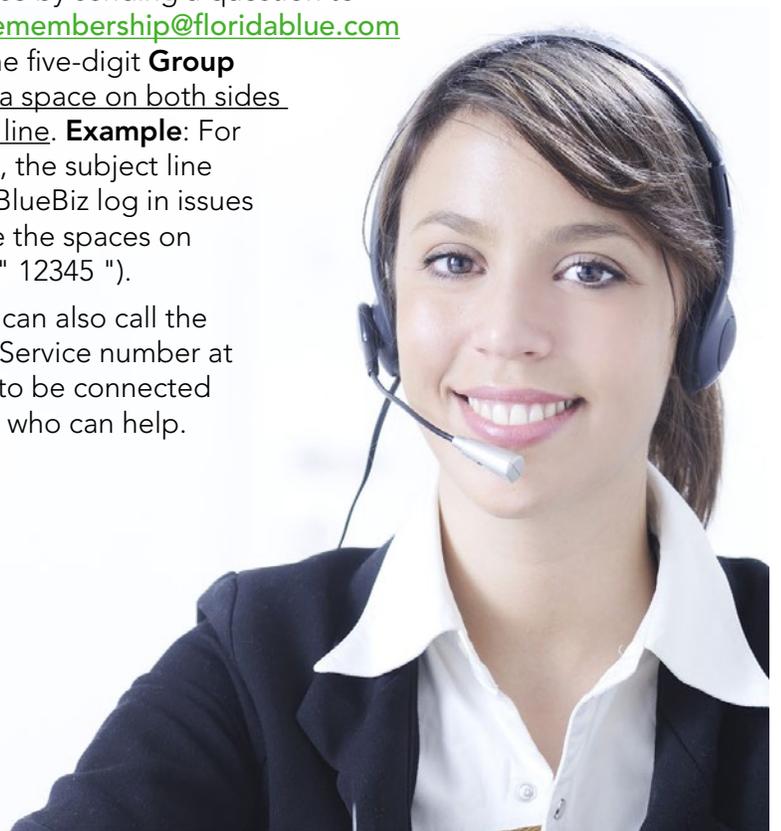
Florida Blue is improving our Group Enrollment and Billing (Group EM&B) processes to make it easier to do business with us.

We know you have struggled with BlueBiz, which is our Enrollment and Billing portal for group customers. And we're working on a complete overhaul. But in the meantime, here are several immediate process improvements that you can look forward to:

- **Dedicated service advocates for your company** offer a wide range of support, including answering questions about BlueBiz login issues, enrollment and billing or even COBRA.
- **We're staffed for performance** with more people on the phones and to help you behind the scenes—all designed to give you better, quicker service.
- **Matching your company with your preferred billing and payment process** to keep paper payments with paper bills and electronic payments with electronic bills. This means faster, more accurate application of your payments.

Don't know your Service Advocate? Get the fastest response by sending a question to GrpEMBflbluemembership@floridablue.com and include the five-digit **Group Number** with a space on both sides to the subject line. **Example:** For Group #12345, the subject line would read, "BlueBiz log in issues 12345 ". (Note the spaces on either side of " 12345 ").

Large Groups can also call the Group EM&B Service number at 866-946-2583 to be connected with someone who can help.



Summary of Benefit Coverage Updates

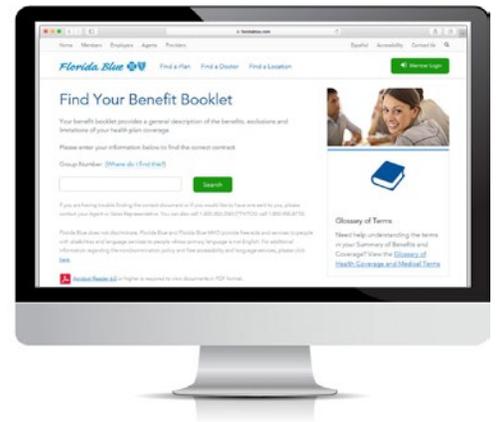
When you receive your 2017 renewal package, you may notice that your Summary of Benefits and Coverage (SBC) looks a little different. To comply with requirements by the Federal government, Florida Blue updated our SBC template as well as how you and your employees can access your SBCs. The new SBC includes simpler benefit language, an additional coverage example to help explain how benefits work and information about how to access this information in languages other than English.

If your health plan is fully insured (not self-funded), your employees

will also be able to get their SBC or the online Glossary of Terms by logging into their Florida Blue Member Account. To get to this information from the Member Account homepage, all members should:

- Click on MyPlan
- Click on Benefits and Coverage
- Select Summary of Benefits & Coverage or the Glossary of Terms

If you have questions about the new SBC, please contact Florida Blue Group EM&B.



Educating your employees

More Convenience with More CliniSanitas Locations in Tampa and South Florida!

Starting in December 2016, CliniSanitas medical centers are opening more locations in Florida.

CliniSanitas has been offering convenient, high quality health care exclusively to Florida Blue members in the Miami area since 2015. Now, Florida Blue members can also get comprehensive medical care at the new CliniSanitas Medical Center in the Tampa-area as well as primary care at several new CliniSanitas Primary Care Offices in Broward and Miami Dade Counties.

To get addresses, directions and details, visit clinisanitas.com.



Pharmacy Network Changes Are Coming

In 2017, noticeable changes are coming to pharmacy networks for **Small Group BlueCare, BlueOptions and BlueSelect Affordable Care Act (ACA)** health plans. Starting January 1, many prescription drugs will cost less for you and your employees.

- Walgreens will be the featured pharmacy in 2017.
- CVS-owned pharmacies* (including Target and Navarro) will not be in the network in 2017.

The pharmacy network for Small Group employers with pre-ACA plans will not change. In addition, Large Group employers are not affected by this change at this time.

Change Means Savings for Your Employees

The new pharmacy network also means lower prices for many prescriptions at Walgreens:

- Employees will often pay less when they have a deductible to meet.
- If the drug costs less than the copay, they'll pay the lower price.**

If your employees use a CVS-owned pharmacy beginning January 1, 2017, they'll have to pay the full price of medications out of their pocket.

Convenient Pharmacy Locations

Your employees will have a lot of choices in the new pharmacy networks. Although Walgreens is featured, your employees can also choose from Publix, Winn-Dixie, Walmart and many other small retailers and independent pharmacies. They'll be sure to find a network pharmacy near home or work. To find a pharmacy that is covered by your health plan, visit floridablue.com.

Sharing the News with Your Employees

If you are a Small Group employer that offers your employees ACA plans, your employees will get details through a series of letters and emails. You may get some questions from your employees, so we've prepared a flier you can [download](#) and share. Encourage your employees to call our 24/7 dedicated hotline (888-840-3052) if they have questions about the pharmacy network changes, would like to find a pharmacy nearby or want help transferring CVS prescriptions.



*CVS-owned pharmacies excluded from pharmacy networks on January 1, 2017 include Bear Creek Pharmacy, Care Pharmacy, Care Plus CVS/Pharmacy, CarePlus, CarePlus CVS Pharmacy, Longs Drug Store, Longs Pharmacy, Navarro Discount Pharmacy, Navarro Health Services, RxAmerica, Target Pharmacy and Wellness Works Pharmacy.

Retail costs reflect the estimated total allowed amount within the deductible phase. **Actual cost will be determined at the time of purchase according to member's benefits. Drug costs are subject to change according to date of service.

For more information about health care services that may not be covered unless a prior authorization is obtained first, please visit floridablue.com/authorization or call the number on your member ID card.

Keeping up with health and wellness

Using Technology to Track Your Health

Technology puts the world at our fingertips and makes it easier to keep tabs on our health anytime, anywhere. Get some useful online tools to help you in your health journey when you log into your Member Account on floridablue.com. Click **Health & Wellness** and then go to the **Care Programs** tab.

- **Personal Health Assessment**— Know your health risks and find out what you can do to improve your well-being.
- **Personal Health Record**— Keep track of your health history, medications and doctors.
- **My Health Assistant**— Find activities to improve your health and reach your goals.
- **WebMD Symptom Checker**— Use this handy tool to help you figure out your symptoms and what you need to do next.
- **My Health Centers**— Learn about healthy cooking, medical terms and other important topics.
- **Track Your Results**— Stay on track by recording your sleep, steps and weight.

Six Ways to Kick-Start Your Health

Here are some ideas on how to be an active participant in your health care this new year if you're having trouble kicking unhealthy habits, reach out to a coach in our Better You program. It's free and you and the coach can work together to develop a wellness plan and set realistic, attainable goals.

1. Visit floridablue.com to find a doctor in your network.
2. Pick a doctor that you feel comfortable talking to about all your health concerns. Schedule your annual wellness checkup after the New Year starts.
3. Organize your health information with an online Personal Health Record from Florida Blue. Have access to your information from doctors, pharmacies and labs when you need it. Take this information to



4. medical appointments and share it with doctors.
4. Know what your health plan offers. Log in to your account at floridablue.com to be sure you know what's covered.
5. Before your next doctor's visit, make a list of questions to ask.
6. Practice these healthy behaviors for improved health:

- Drink more water.
- Be active.
- Eat a healthy diet consisting of fruits, vegetables, whole grains, lean proteins and healthy fats.
- Eliminate tobacco and tobacco products.
- Get enough sleep.

Health insurance is offered by Blue Cross and Blue Shield of Florida, Inc., DBA Florida Blue. HMO coverage is offered by Health Options, Inc., DBA Florida Blue HMO, an affiliate of Florida Blue. Dental, Life and Disability are offered by Florida Combined Life Insurance Company, Inc., DBA Florida Combined Life, an affiliate of Florida Blue. These companies are Independent Licensees of the Blue Cross and Blue Shield Association.

Florida Blue and Florida Blue HMO comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. For more information visit floridablue.com/ndnotice.