

Benefits Questions

For all members

Q: Why did I receive a new ID card from Blue Cross and Blue Shield of VT (BCBSVT)? I didn't elect a BCBS plan.

A: The State Employees' Health Plan has contracted with BCBSVT to provide claims processing services for our self-insured health plan beginning on 1/1/2014. Please use your BCBSVT card at your doctor's office or the hospital. The CIGNA cards are no longer valid.

Q: Is BCBSVT handling our prescription benefits after 1/1/2014 too?

A: No, the State has re-contracted with Express Scripts to manage our pharmacy benefits. You and your family should continue to use your existing Express Scripts ID card and if you are in need of a new card, please contact Express Scripts directly at (800) 550-8090 (24h/7d)

Q: Are there any plan changes I should know about with the switch to BCBSVT?

A: No, the plan design for the State Employees' Health Plan remains the same. However, there are a few enhancements that have been introduced to comply with federal healthcare reform. You will receive an *Outline of Coverage* from BCBSVT approximately a week after you have received your ID card. This document summarizes all of the benefits under the plan you have elected to enroll in.

Transition of Care Questions

For members (employee, retiree or dependents), who may be in the middle of treatment for a serious health condition, are undergoing transplants or who are pregnant and need to fill out a continuity of care form.

Q: Who should fill out the continuity of care form?

A: You should fill out the form if you have a chronic medical, mental health, or substance abuse condition, if you are in the second or third trimester of pregnancy or if you have a surgery or services scheduled that required prior approval from your previous carrier.

Q: How will I know that my services are all set with BCBSVT?

A: You will receive a telephone call from the continuity of care case manager. Please be sure to provide your contact number on the form.

Q: What if I have more than one specialist?

A: You should only list the names of the specialists that you see for your chronic medical, mental health, or substance abuse condition, pregnancy or physicians who have surgery or services scheduled for you.

Q: When do I complete and send the continuity of care form to BCBSVT?

A: Complete and send the form to BCBSVT any time after December 1, 2013.

Q: There is a medication section on the continuity of care form. Do I need to complete that section?

A: No, do not complete the medication section on the form. This is a generic form that is used for all new Blue Cross Blue Shield of Vermont members. You only need to complete the sections of the form that apply to you.

Q: What if I have additional questions?

A: If you have additional question you may call the continuity of care case manager at 800-922-8778 Option 3 then option 4.