



Summer 2013

A publication dedicated to health, plan benefits and agency news.

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POINTS TO REMEMBER

Contact PEBP if you are:

- Retiring
- Having a baby
- Getting married
- Getting divorced
- Moving

Applying for disability retirement?

You may also qualify for long-term disability benefits. Contact The Standard at 888-288-1270.

Staying Informed...

Diversified Dental Network Now Offers a National PPO Dental Network

Diversified Dental Network now includes the Principal Preferred Dental Provider Network which includes over 60,000 preferred dental providers outside of Nevada. This means if you live outside of Nevada or have a covered dependent residing in another state, you and/or your dependent can receive dental care services at a discounted rate. To locate a provider, visit the Diversified Dental website at www.ddsppo.com.

Utilization Management and Large Case Management for the Consumer Driven Health Plan

On July 1, 2013, Hometown Health Providers (HTH) assumed APS Healthcare's administration of the utilization and large case management for the Consumer Driven Health Plan. Utilization management services include pre-certification of medical necessity for services such as elective inpatient hospital admissions, rehabilitation therapy, organ/tissue pre-transplantation services, foot surgeries, genetic testing and counseling services and weight loss surgeries. For a complete list of services requiring pre-certification contact HTH at 888-323-1461.

Participant Satisfaction Survey

In April, PEBP invited participants via the open enrollment mailing to take part in a customer satisfaction survey. Participants were asked to provide feedback regarding various benefit components of the CDHP and HMO plans, including provider access and quality, benefit design, the navigational features and relevance of the PEBP website, etc. Of approximately 40,000 participants, 3,248 completed the survey. To view the survey results, visit the PEBP website and select the *PEBP News* link.

Single-Sign On

The *E-PEBP Web Portal* offers easy access to your benefits using a Single-Sign On (SSO). Simply enter your *E-PEBP Web Portal* User ID and Password to log in then select a link to view prescription drug formularies, manage or view HSA/HRA account balances, check the status of a medical or dental claim and more. To access the *E-PEBP Web Portal* visit www.pebp.state.nv.us.

Public Employees' Benefits Program

901 South Stewart Street, Suite 1001, Carson City, NV 89701

775-684-7000 or 800-326-5496 Email: mservices@peb.state.nv.us www.pebp.state.nv.us

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Public Information Officer

BOARD MEETING

September 19, 2013
9:00 a.m.

Tentative location:
Legislative Building
401 South Carson St.
Room 1214
Carson City, NV
89701

Video-conference:
Grant Sawyer Bldg.
555 E. Washington
Room 4406
Las Vegas, NV 89101

To confirm meeting date/time visit:
www.pebp.state.nv.us



Medicare Retirees

Don't Risk Losing Your Exchange-HRA Contribution

The Medicare Open Enrollment is October 15 - December 7. You have an array of options from which to choose. Various insurance carriers will flood your mailbox with brochures, letters and post-cards and some will even call you on the phone to get you to change your insurance. The bottom line—they want your business! But, don't be fooled. If you select a medical plan through any carrier other than Extend Health—PEBP WILL TERMINATE YOUR EXCHANGE HRA CONTRIBUTION AND YOU WILL LOSE YOUR LIFE INSURANCE BENEFIT (if applicable). Don't let that happen. If you want to change your medical plan—no problem—look for the PEBP and Extend Health logos on the mailings and remember that Extend Health generally doesn't make outbound phone calls. To make the change through Extend Health, call 888-598-7545 during the Medicare Open Enrollment period.



MEDEX Travel Assist—Don't Leave Home Without It!

The MEDEX Travel Assist Benefit provided to you by The Standard is designed to help you respond to medical care situations and other emergencies you and your family may experience while traveling 100 miles or more from your home. Travel Assist provides information, referral, coordination and assistance services, including pre-trip assistance, medical assistance, emergency transportation, travel and technical assistance, legal services and medical supplies. Help is available 24 hours a day, 365 days a year whether you are 100 or 10,000 miles from home. Simply print and carry the MEDEX Travel Assist Card at <http://www.standard.com/eforms/9538.pdf>.

Catamaran's Extended Absence Benefit

Whether you are traveling in this country or outside of the country, you may obtain an additional supply of prescription drugs from your local retail or mail order pharmacy through Catamaran's Extended Absence Benefit. To request an additional supply of your prescription drugs, you will need to make your request in advance by contacting Catamaran, the Consumer Driven Health Plan's pharmacy benefit administrator, at 702-869-4600 or 800-799-1012.



Healthcare Cost Estimator Now Available!

HealthSCOPE Benefits's Healthcare Cost Estimator can help you manage your healthcare by providing cost data for certain procedures based on the in-network contracted rates. Log into the e-PEBP Web Portal and go to the HealthSCOPE Benefits website to learn more.

Be a Better Health Care Consumer

The cost of medical care can vary widely. Your costs depend on where and how you receive care. Know the facts to get the best value for your health care dollars and use your HRA or HSA account wisely. Emergency room visits cost you a lot more. If you can, use the urgent care, physician's office or a convenience clinic and you will save money. Not sure where to go for the right treatment for your problem? You can get assistance by calling the numbers listed below and using the guidelines below:

Health Hot Line	
Consumer Driven Health Plan and Hometown Health Plan	Health Plan of Nevada
Each medical situation is different and it helps to know your options with any injury or illness. Do you need to go to the emergency room? Should you go to urgent care, or wait to see your doctor? Health Hotline is the place to turn when you have a medical question. Health Hotline is staffed seven days a week from 6:00 a.m. through Midnight (12 a.m.) by registered nurses licensed in Nevada and California. To speak to a Health Hotline nurse, call 775-982-5757 or 888-324-3243.	HPN knows that not all illnesses or injuries require immediate attention from your provider. The Telephone Advice Nurse Service was developed to assist you with simple medical concerns and help you determine if you need to see your primary care physician or visit an urgent care facility. To reach a Telephone Advice Nurse, 24 hours a day, keep these numbers handy: 702-242-7330 or 800-288-2264.

Choosing the Right Health Care Setting

Convenience Care Clinics	Urgent Care Clinics	Emergency Rooms
<p>Convenient Care Centers are designed to provide you with fast, appointment-free health care for minor illness and injuries. Convenient Care Centers can help you with:</p> <ul style="list-style-type: none"> • Fever • Sore throat • Earaches • Coughs/congestion • Sinus infection • Minor injuries (abrasions/scrapes) • Vomiting • Rashes (poison ivy, etc.) • Bug bites • Minor cuts that may need a few stitches 	<p>Urgent Care Clinics are equipped to handle the same ailments that Convenient Care Centers can handle and more. Urgent Care Clinics can help you with:</p> <ul style="list-style-type: none"> • Sprains • Strains • Minor broken bones (e.g., finger) • Minor infections • Small cuts that may need a few stitches • Minor burns • X-rays 	<p>Emergency rooms are designed for people with serious health events. Go the emergency room for:</p> <ul style="list-style-type: none"> • Heavy bleeding • Large open wounds • Sudden change in vision • Chest pain • Sudden weakness or trouble talking • Major burns • Spinal injuries • Severe head injury • Difficulty breathing • Major broken bones



901 S. Stewart Street, Suite 1001
Carson City, NV 89701



Twitter.com/NVPEBP

We're in this together



*Carson Tahoe's Healthcare Navigation Hotline
empowering participants to choose the best level of care...*

Personal Health Navigation Hotline
(775) 445-PEBP (7327)



Plan Contacts

Description	Administrator	Phone	Website
Enrollment and Eligibility	Public Employees' Benefits Program	775-684-7000 800-326-5496	www.pebp.state.nv.us
PPO Medical, Dental, Vision	HealthSCOPE Benefits	888-763-8232	www.healthscopebenefits.com
PPO In-State Network	Hometown Health & Sierra Health-Care Options	800-336-0123	www.pebpstatewideppo.com
PPO Out-of-State Network	First Health Network	800-226-5116	www.myfirsthealth.com
PPO Pharmacy Plan	Catamaran	800-799-1012	www.mycatamaranrx.com/PortalCentral/index.jsp
PPO Utilization Management	Hometown Health Providers	888-323-1461	Not applicable
NVision Health and Wellness Diabetes Care Management	U.S. Preventive Medicine	877-800-8144	http://nvision.pebp.state.nv.us/
HMO Northern Nevada	Hometown Health	775-982-3232	http://stateofnv.hometownhealthplan.com
HMO Southern Nevada	Health Plan of Nevada	702-242-7300	http://stateofnv.healthplanofnevada.com
PPO/HMO Dental	Diversified Dental and Principal Dental Network Services	775-337-1180 702-869-6200	www.ddspno.com