

PEBB Vision for 2007 Advances

This fall, the Benefit Board worked with consultants to continue planning for PEBB's vision for 2007 (see sidebar). The goal is to sponsor or create better models of healthcare.

As part of the process, the consultants sought input about the vision from focus groups. The groups included people in health policy, healthcare providers, insurance carrier representatives and government healthcare representatives.

The consultants reported several themes that emerged. The Board used the themes to refine their preferred approach for the consultants to take in further defining the models.

The preferred approach should include the following elements:

- Take a community-based approach to systems of care for PEBB members, rather than one-size-fits-all.
- Identify preferred providers who are willing to pursue evidence-based medicine.
- Explore partnerships with provider groups whose goals and values are similar to PEBB's.
- With other purchasers, invest in infrastructure that moves the vision forward.

- Include care coordination to ensure a team approach by providers.
- Incent providers to reduce focus on "services for their own sake." Connect the preferred outcome (better health) with the incentive.
- Include e-medicine (doctor-patient e-mail, for example) as a required innovation, and help build the infrastructure.
- Devise ways to share information and partner with PEBB members. Some examples:
 - Incentives for members to choose the right care at the right time.
 - Transparent information on costs, quality and outcomes.

The Board will meet again in December to continue refining the vision and models. The consultants are continuing to meet with focus groups to test the Board's planning and progress. The goal is to complete model design by the end of December. The model will be used in early 2004 as the Plan Design Subcommittee begins its planning for 2005 benefits.

PEBB Vision for 2007

PEBB envisions a new state of health for its members statewide. Key components of the PEBB program will include:

- ✓ An innovative delivery system in communities statewide that provides evidence-based medicine to maximize health and utilize dollars wisely.
- ✓ A focus on improving quality and outcomes, not just providing healthcare.
- ✓ The promotion of consumer education and informed choices.
- ✓ Appropriate market and consumer incentives that encourage the right care at the right time.
- ✓ System-wide transparency through explicit, available and understandable reports about costs, outcomes and other useful data.
- ✓ Benefits that are affordable to the state and employees.

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Things getting you down?

Free, confidential help is just a phone call away

The employee assistance program (EAP) is a free, confidential, professional service that helps employees and their family members solve a wide range of problems. These problems can affect health, well-being, relationships and job performance.

PEBB contracts with Cascade Centers, Inc., to offer EAP services to agencies and employees. Check here to see if your agency provides EAP services through PEBB.

Comprehensive

Talking with an EAP professional can help you deal with such home or workplace issues as:

- Marital or premarital problems
- Divorce or separation
- Alcohol or drug abuse
- Gambling addiction
- Parent-child relationships
- Physical or sexual abuse
- Behavioral disorders
- Interpersonal relations
- Stress or anxiety
- Depression.

Confidential

Any request for information about the EAP and/or your use of the EAP is confidential. Without your express written permission, no one will know, except in such rare circumstances as abuse or danger of harm to self or others.

Agencies with PEBB contracts for EAP services

Agency	Number of Free Visits	Agency	Number of Free Visits
Board of Accountancy	5	Department of Veterans' Affairs	3
Board of Chiropractic Examiners	3	Division of State Lands	3
Board of Dentistry	3	Eastern Oregon University	3
Board of Examiners for Speech Pathology and Audiology	5	Economic & Community Development Department	3
Board of Medical Examiners	5	Employment Relations Board	5
Board of Nursing	3	Forest Resources Institute	5
Board of Pharmacy	5	Health Licensing Office	5
Board of Radiologic Technology	5	Housing & Community Services	5
Board of Parole & Post Prison Supervision	3	Inside Oregon Enterprises	5
Building Codes Division of DCBS	5	Insurance Pool Governing Board	5
Bureau of Labor & Industries	5	Judicial Department	5
Commission for the Blind	3	Land Conservation & Development	5
Commission on Children & Families	3	Land Use Board of Appeals	3
Community Colleges and Workforce Development	3	Liquor Control Commission	3
Construction Contractors Board	5	Military Department	5
Criminal Justice Commission	3	Occupational Therapy Licensing Board	5
Department of Geology & Mineral Industries	3	Office of Energy	3
Department of Administrative Services	3	Office of the Fire Marshal	3
Department of Agriculture	5	Office of the Governor	3
Department of Aviation	3	Parks & Recreation	3
Department of Consumer & Business Services	3	Potato Commission	3
Department of Corrections	5	Public Employees' Retirement System	5
Department of Education	3	Public Utility Commission	5
Department of Environmental Quality	3	Real Estate Agency	5
Department of Fish & Wildlife	3	Secretary of State	3
Department of Forestry	3	Southern Oregon University	5
Department of Justice	3	State Fair	3
Department of Public Safety Standards & Training	3	State Library	5
Department of Revenue	3	State Lottery	5
Department of Transportation	3	State Marine Board	3
		State Police	3
		State Treasury	3
		Student Assistance Commission	3
		Water Resources	5
		Watershed Enhancement Board	5
		Western Oregon University	3

(Continued on page 3)

Free, confidential help *(Continued from page 2)*

You, your spouse or domestic partner, and other eligible dependents may access the benefit individually or together. Your family members will receive the same level of confidentiality.

Cascade Centers provides PEBB only summary reports that do not identify anyone who has accessed the program. Reports include such things as the number of people seen and how many people were employees or family members. The reports help Cascade Centers and PEBB plan screenings and education programs that meet member needs.

Professional and Efficient

Cascade Centers' professionals have advanced degrees in counseling, social work and/or psychology. They are all licensed practitioners.

EAP visits are used to assess your problem situation and make a plan

for resolving it. The plan may include counseling with your EAP professional during three or five visits, depending on your agency's contract. Or, you may be referred to other resources or professionals.

If members need more assistance after the typical range of visits with the EAP, they are referred to professionals for services covered under PEBB's medical plans.

Contact

It takes just a phone call to access the EAP:

- Portland (503) 639-3009
- Salem (503) 588-0777
- Toll Free (800) 433-2320

If you'd like more information on Cascade Centers' services and programs, visit their Web site at http://www.cascadecenter.com/state_index.htm. Please follow your agency policy about use of the Internet at work.

Looking for a handbook?

Regence BlueCross BlueShield of Oregon has published the 2004 member handbook for PEBB members in its plans. If you would like a copy, call Regence at (503) 220-3849 in Portland, or (800) 826-9813 outside Portland. Or, request a copy from PEBB by calling (503) 373-1102 in Salem or (800) 788-0520 outside Salem.

A penny saved

Differences in decimal rounding caused a one-cent change in originally published rates on three tiers of the Regence BlueCross BlueShield of Oregon PPO plan for 2004. Following is a summary of the changes.

Tier	Original Rate	Revised Rate
Employee only	\$492.24	\$492.23
Employee & child(ren)	574.37	574.36
Employee & family	766.32	766.33

Regence PPO members **VSP makes process changes**

VSP covers routine vision services for members of the Regence BlueCross BlueShield of Oregon PPO plan. On Oct. 1, 2003, VSP changed reimbursement procedures to further protect members' healthcare information and improve member satisfaction.

VSP now provides patient eligibility and benefits information only to members and VSP network doctors. VSP does not provide this information to providers who are not its network.

VSP found that some members were told by out-of-network providers that they would "accept" VSP and submit a claim for services. Many of these members thought this meant these doctors were VSP participating providers. They did not understand that their benefits would be reduced if they used these doctors. So, they tended to be less satisfied with their vision care benefits.

As before, members may still use doctors who are not in the VSP network. They should be aware that their benefit level will be lower. They should also understand that non-network providers can't submit a claim to VSP on their behalf. These members must pay the bill in full and submit their own claims to VSP. VSP will send reimbursement directly to the member.

You can find VSP doctors in your area by searching on the VSP Web site at www.vsp.com. Or you can call VSP customer service at (800) 877-7195, Monday – Friday, 6 a.m. to 7 p.m.

How to Submit an Out-of-network Claim to VSP

Pay the entire bill at the time of services. Then send the following information to VSP:

- An itemized bill listing the services you received
- The provider's name, address and phone number
- The covered member's Social Security number
- The covered member's name, phone number and address
- The name of the group that provides your VSP coverage (PEBB)
- The patient's name, date of birth, phone number and address
- The patient's relationship to the covered VSP member (such as self, spouse, child, student).

You have one year to submit a claim. Keep a copy of the information for your record, and send the original to:

VSP
P.O. Box 997105
Sacramento, CA 95899-7105

Benefits through VSP provider and out-of-network provider		
Type of Service	You pay VSP doctor	You pay out of network
Routine exam	\$10	\$10 and additional amount above \$42
Complete set of glasses or contacts	Amount above \$160 allowance	Amount above \$160 allowance
Laser vision correction	Discounts vary by provider	Not covered; no discount

Please Note:

- *Benefits are provided every 12 months for children younger than 17 and every 24 months for adults.*
- *If the total \$160 allowance is not used at one time, the remainder will be forfeited.*
- *The plan provides a 20% discount on complete pairs of prescription glasses and 15% off the VSP doctor's professional services when buying contact lenses. Discounts are good only for 12 months after date of service of exam and when provided by the same doctor who performed the exam.*

PEBB Health Center Update

775 Court St. NE • Salem, OR 97301

(800) 701-1333 • www.pebbhealth.org • (503) 362-1111 • pebbhealth@oregonwellness.com

Programs at the PEBB Health Center

Registration is required for all programs. Handouts may be available if you are unable to attend. Feel free to bring your lunch to any of these noon-hour classes. For registration call (503) 362-1111 or (800) 701-1333 or send an e-mail to pebbhealth@oregonwellness.com. Check the Health Center website at www.pebbhealth.org for any updated class or lending library information. *(Please follow your agency rules on use of the Internet at work.)*

Walking Fitness

Presenter: Jeanine Olson, ANP,
and Liz Marik, FNP
Date: Wednesday, Dec. 3
Time: Noon-1 p.m.

Walk for fun and fitness this winter. Learn stretching exercises to increase joint range of motion, strengthening exercises to increase joint stability and ways to have fun while getting fit.

Winter Blues

Presenter: Carolyn Buel, ANP
Date: Tuesday, Dec. 9
Time: Noon-1 p.m.

Winter blues can take a toll on your health. Identify symptoms and learn how to care for yourself to maximize mood during our Northwest winters.

Preparing for Pregnancy

Presenter: Liz Marik, FNP
Date: Wednesday, Dec. 10
Time: Noon-1 p.m.

Learn what you can do on your own to make sure you have a healthy pregnancy and what your medical plan offers to support your efforts.

Antioxidants: Eat Your Way to Better Health

Presenter: Denise Cedar, RD,
CDE
Date: Tuesday, Dec. 16
Time: Noon-1 p.m.

Antioxidants provide health benefits, and they're available in delicious foods. Pick up a few recipes and a list of the best foods to choose.

Grief and Loss

Presenter: Jack Wills, MS, EAP
Date: Wednesday, Dec. 17
Time: Noon-1 p.m.

This class addresses the stages of grief. Learn to recognize the stages and options for coping with each stage as it occurs.

The PEBB Health Center's lending library has materials on these topics and more. Call or e-mail for your library card so you can take advantage of the resources available to all PEBB members. Check the Health Center Web site at www.pebbhealth.org for any updated class or lending library information. *(Please follow your agency rules on use of the Internet at work.)*



New depression seminar

As part of its strategic wellness plan, PEBB has created a new program on depression — a highly treatable, medical condition. The program offers a seminar for PEBB members who are dealing with friends, family members or others who are depressed. It helps identify

signs of depression along with resources and referral for help.

PEBB is testing response to the seminar in Salem. If results are positive, it will be held in other locations. The next session is scheduled for Dec. 11, noon-1:30 p.m., second-floor conference room, State Archives Building.

The free seminar will be conducted by Dr. Julie Marshall from Cascade Centers, Inc., which operates PEBB's Employee Assistance Program.

To register, please call the PEBB Health Center at (503) 362-1111. Please follow agency policy about scheduling your time.

December 2003 Public Meetings

The Public Employees' Benefit Board will meet Tuesday, Dec. 16, from 9 to 11:30 a.m. and 1:15 to 5 p.m. in the Hearing Room of the Land Conservation Board in the basement of the Agriculture building located at 635 Capitol Street NE, Salem. The Board agenda will include brief subcommittee reports and normal business

for the first hour of the meeting. The remainder of the day will focus on planning for the PEBB 2007 Vision.

The Board's Plan Design Subcommittee will meet Tuesday, Dec. 2, from 9 a.m. to noon in the Oregon Room at Willamette Education Service District located at 2611 Pringle Road SE, Salem.

The Board's Operations Subcommittee will meet Tuesday, Dec. 9, from 10 a.m. to noon in the PEBB Health Center conference room located at 775 Court Street NE, Salem.

Meeting schedules are subject to change. Please check the PEBB Web site at <http://pebb.das.state.or.us> prior to attending a meeting.

To be placed on the list of those to be notified of schedule changes, please call Becky Johnson at (503) 378-6296. Meetings held at these locations are wheelchair accessible. If special accommodations are necessary, please contact Becky Johnson within 48 hours or as soon as possible before the meeting.

PEBB Resources

Access PEBB, insurance companies and other benefit resources using the contact information below. The insurance company Web sites include provider directories. You can also link to insurance company Web sites from the PEBB Web site.

Public Employees' Benefit Board (PEBB)

(503) 373-1102, (800) 788-0520
<http://pebb.das.state.or.us>
inquiries.pebb@state.or.us

PEBB Health Center

(800) 701-1333
(503) 362-1111
pebbhealth@oregonwellness.com

Associated Administrators, Inc. (Dependent Care FSA)

(800) 334-4340
(503) 220-3805
www.aai-pca.com

BestChoice Administrators

(800) 556-3137
(503) 765-3581

Cascade East Health Plan (medical)

(866) 577-CEHP (2347) toll-free
www.cehp.org

Kaiser Permanente (medical & dental)

(800) 813-2000
www.kp.org/ehealth/nw/pebb

Nationwide Insurance (auto)

(888) 628-4663 media code 8425
(888) 662-8446 (TDD)

ODS Health Plans (dental)

(800) 452-1058
www.odshealthplan.com/pebb/

Regence BlueCross BlueShield of Oregon (medical)

(800) 826-9813
(503) 220-3849
www.or.regence.com/pebb

The Standard Insurance Company (life & disability)

(800) 242-1888
www.standard.com

Unum (long-term care)

(800) 227-4165
www.unumprovident.com/enroll/pebb

VSP (vision)

(800) 877-7195
www.vsp.com

Willamette Dental Insurance (dental)

(800) 460-7644
www.willamettedental.com

PEBB Mission

To provide a high quality plan of health and other benefits that are affordable to both the employee and the state.