

Reminder for all 2011 Healthy Blue Choices PPO members – Deadline Approaching March 31, 2011

The 2011 Healthy Blue Choices program requirements for both *you and your covered spouse or domestic partner are:*

- **Step 1:** Have an annual physical exam and submit a completed Physician Qualification Form by **March 31, 2011**
- **Step 2:** Complete an Online Health Risk Assessment (Health Assessment) by **March 31, 2011**
- **Step 3:** Complete at least one online health coaching module by **May 31, 2011**
- **Step 4:** If identified for participation, enroll and engage in Chrysler's Disease Management program (CVS Accordant) by **May 31, 2011**

If any of these requirements are **not met**, your deductible and out-of-pocket maximums will **increase**.

Step 1: You and your covered spouse or domestic partner need to have an annual physical examination and submit a completed Physician Qualification Form by March 31, 2011.

Your Welcome Kit included two Physician Qualification Forms (one for you and your spouse or domestic partner) that must be completed and signed by a physician. Additional copies can be downloaded from ***bcbsm.com*** or ***Dashboard Anywhere/Pay & Benefits/Health Plans/2011 PPO Physician Qualification Form and Prevent Codes***. Become familiar with the form and take it with you to the appointment. When scheduling your annual physical examination, ask the physician if he or she wants you to obtain any biometric screenings as indicated on the Physician Qualification Form prior to your office visit.

After you and the physician have completed the Physician Qualification Form*, the form must be faxed to **1-888-661-0004** or **1-888-661-3914** or mailed to:

**Blue Cross Blue Shield of Michigan
27300 West Eleven Mile Road
Mail Code B789
Southfield, Michigan 48034**

*Keep a copy of the Physician Qualification Form as you will need this information to complete your Online Health Risk Assessment in Step 2.

Step 2: Complete your Health Risk Assessment (Health Assessment) on the Blue Cross Blue Shield of Michigan (BCBSM) BlueHealthConnection website by March 31, 2011.

This requirement needs to be completed by you and your covered spouse or domestic partner to retain your lower deductible and lower out-of-pocket maximums.

Remember, you and your covered spouse or domestic partner must do the following by March 31, 2011:

- **Have an annual physical examination. Schedule your physical exam as soon as possible to allow sufficient time to complete this requirement.**
- **Complete and fax or mail the Physician Qualification Form to BCBSM.**
- **Complete your Health Risk Assessment (Health Assessment) on the Blue Cross Blue Shield of Michigan BlueHealthConnection website (www.bcbsm.com).**

Step 3: You and your covered spouse or domestic partner must complete at least one of the online health coaching modules by May 31, 2011.

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Based on your Online Health Risk Assessment, an Online Coaching Program will be recommended for you and your covered spouse or domestic partner. You may complete your online coaching as soon as you complete your Online Health Risk Assessment but no later than May 31, 2011. You and your covered spouse or domestic partner are encouraged, but not required to take additional coaching modules based on your health profile and Online Health Risk Assessment results.

Step 4: If asked to participate, enroll and engage with Chrysler's Disease Management provider by May 31, 2011.

If Chrysler's Disease Management provider, CVS Accordant, contacts you and/or your covered spouse or domestic partner regarding participation in Chrysler's Disease Management program, you and/or your covered spouse or domestic partner will need to enroll and participate in personal coaching specific to your condition to retain your lower deductible and lower out-of-pocket maximums.

If you have any questions, please call BlueHealthConnection at **800-775-2583**, or email askben@chrysler.com.

2011 Healthy Blue Choices PPO FAQ

PPO Program Requirements

Q. I have BCBSM PPO medical coverage for 2011. What must my spouse and I do to maintain the current level of deductible?

A. Both you and your covered spouse must do the following:

- Step 1: Have an annual physical exam and submit a completed Physician Qualification Form by March 31, 2011.
- Step 2: Complete an Online Health Risk Assessment (Health Assessment) by March 31, 2011.
- Step 3: Complete at least one online health coaching module by May 31, 2011.
- Step 4: If identified, enroll and engage in Chrysler's Disease Management program by May 31, 2011.

Q. How do I know that Chrysler is notified that I completed my online Health Risk Assessment and online coaching module?

A. Once you complete your Health Assessment, you will see the word "Completed" on the last page. When you complete the coaching module, you will see "Completed" in the My Programs section. It will include the date of completion with a check mark next to the title of the coaching module. You may also call Blue Health Connection at 800-775-2583 for confirmation of compliance. Note: we recommend you print out your online health assessment and coaching module for your records.

Q. How much will my deductibles and out of pocket maximums increase if I choose not to complete the requirements?

A. Retiree only deductibles will increase from \$800 to \$3,000 and retiree and family deductibles will increase from \$1,600 to \$6,000. Retiree only out-of-pocket maximums will increase from \$3,000 to \$3,850 and retiree and family out-of-pocket maximums will increase from \$6,000 to \$7,700. If Steps 1 and 2 are not met the increase will be effective May 1, 2011. If Steps 3 and 4 are not met the increase will be effective July 1, 2011.

Q. I am pregnant... should I complete the form despite the fact that my pregnancy will likely change the values that I would normally experience with regard to BMI, blood pressure, blood sugar, etc.?

A. Yes, the requirement is to have a physical and complete the Physician Qualification Form.

Q. Does my spouse also need to complete the physical exam and the other steps?

A. Yes, your spouse or domestic partner (if covered under your insurance) must fulfill all the same requirements as you in order to meet the requirements.

Q. What's covered in the physical exam?

A. Your Health Maintenance Evaluation will include height, weight, blood pressure, cholesterol and blood sugar measurement.

Q. What if the doctor does other procedures or tests during the exam?

A. Any covered procedures or tests not recommended as preventive will be processed subject to the appropriate cost share according to Plan guidelines.

Q. What do I do if I get charged for my physical exam?

A. Call BCBSM Customer Service/Claims at 800-521-0488 to speak to an associate and request a review.

Q. Who should I call if I have questions about procedures, claims or website issues?

A. For program requirements and procedures call the 24/7 BlueHealthConnection at 800-775-BLUE (2583). For claims, call Customer Service/Claims 800-521-0488 and website issues call BCBSM Web Support, Hours 8 AM – 8 PM at 888-417-3479.

Physician Qualification Form

Q. I had a physical exam in November do I need to have another?

A. If your physical was done in the last quarter of 2010 and your physician is willing to complete the Physician Qualification Form (PQF) with those values you will not need another physical. You will need to fax the completed PQF to BCBSM at 888-661-0004 by March 31st and complete the Health Assessment by March 31st.

Q. Where do I find the PQF and where do I send it upon completion?

A. Go to Dashboard/Pay and Benefits/Health Plans, left side of the screen "*2011 Physician Qualification Form and Prevent Codes.*" You may also find the form on www.bcbsm.com. You must fax the completed form to BCBSM at 888-661-0004.

Q. How can I confirm that the PQF has been received by BCBSM?

A. If you include your email address on the form you will receive an email confirmation within 3 to 5 business days, or you can call Blue Health Connection at 800-775-2583 for confirmation of compliance.

Q. Will Chrysler receive a copy of my annual physical exam results/values?

A. No, Chrysler will only receive notification that your Physician Qualification Form was either completed and the requirements were met or were not met by the deadline.

BCBSM Website

Q. How do I get the PIN necessary to log in to the bcbsm.com?

A. You must register at bcbsm.com with your first and last name and contract number as they appear on your BCBS ID card along with your date of birth. If you are able to answer a few personal questions to identify yourself you will also be able to access your claims online, EOBs, etc. If you cannot answer these questions a PIN will be sent to your house within 3-5 business days. A PIN is not needed to be able to complete the HRA and coaching module.

Q. I cannot access www.bcbsm.com through my home PC. What options do I have?

A. If you are having technical problems accessing the website call BCBSM Web Support at 888-417-3479 for help with your home access. You can access the site from work or use any public computer with internet access.

Q. What do I do if I have password problems on the BCBSM website?

A. Call BCBSM Web Support at 888-417-3479 Monday through Friday, 8:00 am – 8:00 pm.

When I went on the BCBSM website to complete my health assessment I noticed the biometrics from last year were on file. How do I get my current biometrics from my recent physical included?

A. The biometrics that your physician recorded on you PQF form will be added to your health assessment by BCBSM. For other website questions you can call BCBSM Web Support at 888-417-3479.

Q. Does my spouse use the same PIN as mine?

A. You and your spouse or domestic partner must both register separately. A PIN is not needed to be able to complete the HRA and coaching module.

Q. Is there somewhere online I can check to see if all the requirements have been met?

A. There are several ways to check your status. If you include your email address on the PQF you will receive an email confirmation approximately 3 - 5 days after faxing your form to BCBSM. Once you complete your online Health Assessment you will see the word "Completed" on the last page. Also, if you click on the "My Health Assessment" tab you will see your score along with the date you completed the assessment. When you complete the online coaching module, you will see "Completed" in the "My Programs" section. It will also include the date of completion with a check mark next to the module you completed. You can also call Blue Health Connections for all confirmations at 800-775-2583.

Online Health Assessment

Q. How do I verify that my spouse and children have completed their Health Assessments?

A. You and your spouse or domestic partner can verify that your requirements have been met by calling Blue Health Connection at 800-775-2583. Children are not required to fulfill these requirements.

Q. Can my Health Risk Assessment be edited? I need to enter my Blood Pressure, etc.

A. Currently there is no way for you to amend your assessment. However, Blue Cross Blue Shield of Michigan will enter the data into your health assessment from your PQF that you faxed or mailed to them.

Q. Do I need a copy of my completed PQF to do my Health Risk Assessment?

A. No, but your overall score will be reduced if you are unable to supply metrics for the various lab tests. The assessment will be more valuable if your actual results are available.

Online Coaching

Q. Where can I complete the health coaching modules?

A. They are on the “My Health Programs” tab next to the “My Health Assessment” tab from your HealthyBlueConnections home page.

Q. I have completed Steps 1 and 2. Now I am trying to complete Step 3, the online health coaching module. All I can find are “action steps.”

A. The online health coaching modules can be found at one or more of the following: *My Health Programs, Programs designed for you, Others you may want to try* and *My To-Do List*.

Q. How do I know which online coaching modules to complete?

A. Modules will be recommended for you but you may choose any module you wish as long as you complete at least one. The online health coaching modules can be found at one or more of the following: *My Health Programs, Programs designed for you, Others you may want to try* and *My To-Do List*. As you complete a module you will see the name of the module with the completed date and a check mark.

Q. I attempted to complete an online coaching module on the BCBSM website and I ran into issues, what can I do?

A. Call the BCBSM Web Support Group at 888-417-3479 for assistance.

Disease Management

Q. How is it determined if I am a candidate for Disease Management?

A. The Disease Management program is based on prescription drug and medical claims from last year (2010). Those identified for the Disease Management program will be contacted between January and March 2011. A welcome letter and action plan will be sent in conjunction with a phone call to engage in the program.

Q. I have been managing my conditions for years following my doctors’ advice and seem to have it under control. Can I opt-out of the Disease Management Program?

A. In order to meet the requirements of the PPO program you must enroll and engage in Disease Management if you are identified for participation. The primary goal of the program is to encourage, support and reinforce the participant’s compliance with your doctor’s plan of care in order to improve your health.

Q. Does my physical exam or my health assessment influence me being identified for disease management?

A. No, identification for the DM program is based on pharmacy and medical claims only.

HIPAA

Q. I am completing the health assessment but am concerned about confidentiality. How do I know my personal information is safe?

A. All of your answers are protected by the Health Insurance Portability and Accountability Act (HIPAA) and Chrysler does not receive your responses. This program is designed to engage retirees in their own health care and to educate and support them in developing and maintaining a healthy life style. To view HIPAA guidelines go to *Dashboard Anywhere/Pay & Benefits/Health Plans /HIPAA Notice of Privacy Practices*.