

## Reminder for all 2011 Healthy Blue Choices PPO members – Step 3 Deadline Approaching May 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**
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*If Steps 1 through 3 are not met, your deductible and out-of-pocket maximums will increase.*

- **Step 4:** If identified, you are encouraged to participate in Chrysler's Disease Management program (CVS Accordant)

### Details for Steps 3 and 4

**Step 3: Complete an online health coaching module by May 31, 2011.**

Based on your online Health Assessment, online coaching programs have been recommended for you and your covered spouse or domestic partner. **You and your covered spouse or domestic partner must complete at least one online health coaching module by 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 Assessment results.

**Step 4: If identified, you are encouraged to enroll in Chrysler's Disease Management program.**

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 are encouraged to enroll and participate in personal coaching specific to your condition.

If you have any questions, please call BlueHealthConnection at **800-775-2583**, or email [askben@chrysler.com](mailto:askben@chrysler.com).

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## 2011 Healthy Blue Choices PPO FAQ

### PPO Program Requirements

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

A. Both you and your covered spouse or domestic partner must complete Steps 1-3:

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

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

A. Employee only deductibles will increase from \$500 to \$1,700 and employee and family deductibles will increase from \$1,000 to \$3,400. Employee only out-of-pocket maximums will increase from \$1,500 to \$2,300 and employee and family out-of-pocket maximums will increase from \$3,000 to \$4,600. If Steps 1 and 2 are not met the increase will be effective May 1, 2011. If Step 3 is not met the increase will be effective July 1, 2011.

**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.

**BCBSM Website – [www.bcbsm.com](http://www.bcbsm.com)**

**Q. I cannot access [www.bcbsm.com](http://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.

**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.

**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 utilizes prescription drug and medical claims from last year (2010). Those identified for participation in 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. Participation in the Disease Management program is voluntary but we encourage you to participate. 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 participation in the DM program is based on pharmacy and medical claims only.

## **HIPAA**

### **Q. I 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 employees 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.