

# SMART LIVING

A PUBLICATION OF THE PUBLIC EDUCATION HEALTH TRUST

*Public Education*  
HEALTH TRUST 

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2020 ISSUE

## PROVIDENCE BRINGS EXPRESS CARE, EXPRESS CARE VIRTUAL TO ANCHORAGE, EAGLE RIVER

Providence Express Care and Express Care Virtual services are now available for Alaskans. Express Care clinics are open in four locations in Anchorage, with another clinic set to open in Eagle River in early 2020.

Express Care provides convenient, high-quality, more-affordable care close to where people work and live with same-day visits, seven-days-a-week with extended hours. Appointments can be scheduled online, so patients can find a time that fits their schedule. Providers will be able to treat common conditions as well as offer screenings and tests.

Clinics that are open are located at 1389 Huffman Park Drive; 345 W. 104th Ave.; 2900 Seward Highway (Midtown Mall near Carrs); and 1118 N. Muldoon Road (Tikahtnu Commons).

Providence is bringing this new service to Alaskans after conversations with the Public Education Health Trust, which provides health insurance to public education employees in Alaska. PEHT and Providence share the vision of exploring innovative health solutions that provide better value to consumers. Services in Alaska include:

- Express Care: Provides convenient, high-quality, more-affordable care close to where people work and live with most insurance accepted.
- Express Care Virtual: Patients can receive care without leaving the

comfort of their home or office. Express Care Virtual provides online appointments with a provider via computer or mobile device with most insurance accepted. Providers can diagnose and treat minor medical concerns, and prescribe medication or lab work, as needed. For mobile use, download the Providence Health Connect app.

If a higher level of care or follow-up is needed, Express Care can help navigate to primary care based on patient convenience. If patients are unable to be treated during a visit to an Express Care location and they must be referred elsewhere, they are not charged for their visit.

- For more information and a list of clinic locations, visit [www.providenceexpresscare.org](http://www.providenceexpresscare.org).
- For more information about Express Care Virtual, including conditions we treat, visit <https://virtual.providence.org/>.
- For more information about Providence, visit: [www.providence.org/alaska](http://www.providence.org/alaska).



# NEW YEAR, NEW YOU!

Leave behind the times of forgotten resolutions! Let the Go365 wellness program help you stay on track with your wellness goals throughout the year!

## STEP INTO THE NEW YEAR BY TRACKING FITNESS IN GO365

There are a multitude of fitness options that you can take advantage of with Go365, and many will earn you easy points, fast. To take advantage of these point opportunities, you will need to connect some sort of fitness device or app. To learn how to connect a fitness device or app, <http://apps.humana.com/marketing/documents.asp?file=3075527>.

If you've never connected a device before, you'll get 500 points for the first lifetime verified workout logged. You'll also earn 750 points for logging a verified workout in Go365 for the first time in a program year. That can start you off with 1,250 points!

Now that your device is linked with Go365, you can complete verified workouts to earn points. Depending on what your device or app tracks, you can receive one point for every 1,000 steps that you take, five points for every 15 minutes above 60 percent of your maximum heart rate, or five points per 100 calories you burn, if the burn rate exceeds 200 calories per hour (Go365 will automatically determine the highest value – that's what it will record in your points value\*).

## TEACHER GRATEFUL FOR GO365 PROGRAM

Go365 is making a difference in the lives of PEHT members – just ask Lorrie Miner.



Lorrie is the special education teacher at Winterberry Charter School in the Anchorage School District. She wrote a letter of thanks to PEHT explaining why she's such a fan.

"I attended the health meeting at Bartlett High School last spring and won a Garmin watch. Since then, and because of that watch, I have been hooked on all this and so far have lost around 30 pounds

and I'm highly motivated to continue improving my health and activity level (entering my 60s on a more positive note!).

"I thoroughly enjoy this Go365 program, which I never thought I would. I am extremely grateful I won that Garmin watch and really needed to show my appreciation!"

**BONUS:** If you exceed 50 workout points in a week, Go365 will give you an additional 50 points that week. Or if you exceed 100 weekly workout points, you'll receive an additional 100 points!

*\*You will be awarded points for one workout across workout types per day – whichever workout you do in a day that will award you the most points.*

## OTHER WAYS TO KICKSTART YOUR PROGRAM AND GET TO BRONZE:

- Complete the Go365 Health Assessment on the Dashboard page of the Go365 website ([www.go365.com](http://www.go365.com)) or the Go365 mobile app\*\*
- Complete a biometric screening with your primary care physician. To find more information on completing this, log into your Go365 website page and click on 'Activities' -> 'Prevention' -> 'Biometric Screening.'

**Don't miss out on your opportunities to engage in your well-being through the Go365 program!**

*\*\*Adult children are not eligible to earn points or bonus points for Health Assessment completion.*

## MEMBER SURVEY COMING SOON!

Early in January, PEHT will conduct a membership survey that we hope you'll complete so we can better understand your needs and represent you.

Ahead of the survey, update your contact information in the miBenefits portal at [miBenefits.ebms.com](http://miBenefits.ebms.com) so we can hear your voice. The survey will be primarily delivered via email and can be completed online, whether you're on your laptop or mobile phone. A phone option is available as well.

In the survey, we'll be asking how we can better serve you, both through benefits and procedures. We're exploring new ways of communicating and want your feedback on how you'd like to receive messages and important updates from PEHT.

Please remember to update your contact information in the miBenefits portal so we can deliver the survey opportunity to you in 2020!

### SURVEY TIP

Members who complete the survey will be offered a 50 point credit in our Go365 program.

# TIPS FOR A HEALTHY 2020

The start of a new year brings many resolutions focused on healthy living. We all want to live long, healthy and injury-free lives.

To help you achieve your wellness goals in 2020, especially during the cold winter months, here are some tips from the Centers for Disease Control and Prevention to help you and your family spring into spring in good health.

## BE ACTIVE, EAT HEALTHY

Healthy eating is all about balance and moderation. Allow yourself to have your favorite foods, but stick to smaller servings and balance them with healthier options. Choose fresh fruit as a sweet substitute for candy. Limit fats, salt, and sugary foods and drinks. Watch your intake of caffeine.

Stay active! Find opportunities to work physical activities into your weekdays. Get out and walk. Take the stairs. Aim to get at least 150 minutes a week of physical activity. That is just over 20 minutes a day or 30 minutes five days a week.

## WASH YOUR HANDS

Handwashing helps prevent the spread of germs and to keep kids and adults healthy, especially during winter. Evidence shows handwashing can help prevent 1 in 5 respiratory illnesses like the cold or flu. If soap and water are not available, you can use an alcohol-based hand sanitizer that contains at least 60% alcohol.

## GET YOUR FLU SHOT

Flu activity peaks between December and February and can last as late as May. CDC recommends that everyone age 6 months and older get vaccinated now if they have not already been vaccinated this season. Flu vaccination can reduce your risk of getting sick with flu and can prevent serious flu complications.

## REMEMBER FOOD SAFETY

An estimated 1 in 6 Americans get sick from eating contaminated food every year. Take simple steps to protect your family's health when you prepare and serve meals.

- Wash your hands and work surfaces before, during, and after preparing food, and before eating.
- Keep raw meat, poultry, seafood, and eggs separated during preparation.
- Cook food at the right internal temperature to kill harmful germs. Use a food thermometer to check.
- Refrigerate perishable foods, including leftovers, within two hours of buying or cooking.

## DRESS WARM, INSPECT HEATERS

In cold weather, wear a warm wind-resistant coat or jacket, mittens, hats, scarves, and waterproof boots. To protect from hypothermia, dress in layers.

Have your heating system, water heater, and any other gas, oil, or coal burning appliances serviced by a qualified technician every year to keep your family safe from carbon monoxide (CO) poisoning.

## COPE WITH STRESS

Everyone —adults, teens, and even children— experiences stress from time to time. Feeling emotional and nervous or having trouble sleeping and eating can all be normal reactions to stress. Learning healthy ways to cope with stress and getting the right care and support can help reduce stressful feelings and symptoms.

## PREVENT INJURIES

Injuries can happen anywhere, especially in cold weather. Take these steps to avoid common injuries:

- Use step stools instead of climbing on furniture to reach or hang items.
- Leave fireworks to the professionals.
- Wear a helmet when riding a bicycle or skateboarding to help prevent head injuries.
- Prevent chain saw injuries by wearing proper protective clothing and glasses. Always use and maintain according to the manufacturer's instructions.

Most residential fires occur during the winter months. Keep candles away from children, pets, walkways, trees, and curtains. Never leave fireplaces, stoves, or candles unattended.



# MIBENEFITS FAQs

Here are some frequently asked questions that miBenefits representatives receive from PEHT members:

## WHAT CAN I DO ONLINE WITH A MIBENEFITS ACCOUNT?

View benefits, view accumulators, view claims and explanation of benefits, receive notifications on the status of claims, send in documentation or questions on claims, and view and order your ID card. You can also access the websites for additional services such as Aetna for finding a provider, OptumRX for pharmacy and VSP for vision.

## HOW DO I SIGN UP FOR MIBENEFITS?

On a desktop: Go to [ebms.com](http://ebms.com). Click on the green Login button at the top of the page. Select the orange Register Now link. Mark yourself as a member. Put in member ID number shown on your ID card, without the dashes. Confirm date of birth, zip code and last four digits of your Social Security number. If any of these details (such as the ZIP Code) does not match our system, you can call or email EBMS and a representative will help you sign up and get correct information in the system. You'll then create a username and a password and you'll be all set. Each family member over age 18 can and should have their own account.

**Important:** Once you've created your account, make sure to update/add your email address, mailing address and phone number.

## WHERE CAN I FIND MY BENEFIT BOOKLET?

To review your Benefit Booklet, go to Benefits and Coverage and scroll down to the Benefits section. Choose Plan Documents on the green task bar. Select the one that states Benefit Booklet and your plan name. Examples: Benefit Booklet Medical Plan A, Benefit Booklet Medical Plan C, Benefit Booklet JEA-Base, etc.

## HOW DO I CHECK STATUS OF CLAIMS?

Go to the Claims tab. You can look through the full list or you can narrow it down by family member (if they are a minor or you have HIPAA authorization for anyone over 18), date range, and type of service (medical/dental). There is also a Search option on the green task bar of the claims list where you can search by claim number or provider name.

When you find the desired claim, click on it to see more details, such as the payment, member responsibility, procedure and

diagnosis codes, and reasons for denials). There is also a Quick Actions toolbar on the left hand side where you can pull up a copy of the EOB, download another digital format of the claim breakdown, upload documents, or send an inquiry through a secure email.

You can also search the claims list by Status (approved, denied, additional document required, etc.). Scroll to the bottom of the claims list and go all the way to the right. Click on the word Status on the green task bar to select the Status you desire.

**A tip:** Original claims have a claim number that ends in -00. When a claim reprocesses, you will see two more claims with the same main number but ending in a -01 and -02. The -01 indicates the reprocessing itself. The -02 indicates the final result. If a claim reprocesses more than once, then you will see claim numbers ending in -03, -04 and so on. So, if you see a claim with Status Additional Document Required, you may want to double-check if it has reprocessed since then.

## HOW TO CONTACT US THROUGH THE WEBSITE?

You can click the Inquiry option on the Quick Action bar when you're looking at a claim, or you can click on the Contact icon shaped like a phone at the top right corner of any page. This will provide a phone number as well as a link to Email Us. You can also use this link to send us documentation or claims.

## HOW DO I ORDER/VIEW AN ID CARD?

Once you are logged in, you will see a Quick Actions toolbar on the left-hand side. Select Order ID card. You will have the option to request a new one to be mailed or to download a digital copy.

## HOW DO I FILL OUT HIPAA AUTHORIZATION?

Click on the Forms icon on the top right corner of any page. Scroll down to the Privacy Forms section. Click on Authorization to release PHI. Either print the form to fill it out by hand or fill it out online and download it to your computer. You can then email, fax, mail, or upload the form to send it to EBMS.

**A tip:** If spouses want online access for each other, they both need to fill out the form on their own accounts.

# PEHT NEW YEAR TIDBITS

- Laura Mulgrew, an educator with the Juneau School District, and Bridget Weiss, superintendent of the Juneau School District, became PEHT Trustees as of January 1, 2020.
- Health insurance deductibles and out-of-pocket maximums start over on January 1, 2020.
- Surprise balance billing legislation is getting national and state attention. These are the bills that patients receive from out-of-network providers unexpectedly that aren't covered by insurance.

# SUPPORTLINC OFFERS HELP FOR WORK-LIFE CONCERNS

SupportLinc Member Assistance Program is a no-cost resource that helps PEHT members deal with life's challenges and the demands that come with balancing home and work.



The SupportLinc MAP provides confidential services for a wide array of personal and work-related issues, such as:

- Work-Life Balance
- Anxiety
- Financial Questions
- Anger Management
- Legal Concerns
- Depression
- Dependent Care
- Family Counseling
- Grief
- Marital Concerns
- Stress Management
- Substance Abuse
- Daily Conveniences
- And many more

The SupportLinc website is full of available resources across dozens of categories, from career and family to lifestyle and wellbeing.

For example, if you seek information on a legal matter, SupportLinc provides free legal consultation from licensed attorneys in a 30-minute phone or in-person conversation. All advice is objective, and attorneys cannot self-refer. The site features many helpful articles on legal matters, DIY forms, tip sheets and other online resources.

If you have questions about dependent care, you can receive referrals to qualified child and elder care resources through SupportLinc.

On the site, you can even find resources and referrals related to home repair and maintenance, auto repair, pet care, travel planning, recreation, dining and entertainment, and much more. Whether you are a new parent, a caregiver, selling your home or looking for tax information, you may need guidance and referrals to expert resources. SupportLinc's work-life specialists are here to help.

To speak with a licensed SupportLinc MAP counselor, call toll-free at **888-881-5462** anytime day or night, 365 days a year. You can see all the available services at [www.supportlinc.com](http://www.supportlinc.com), using password peht.

The services through SupportLinc MAP are available to covered employees, their spouses, and dependent children living in the same household.

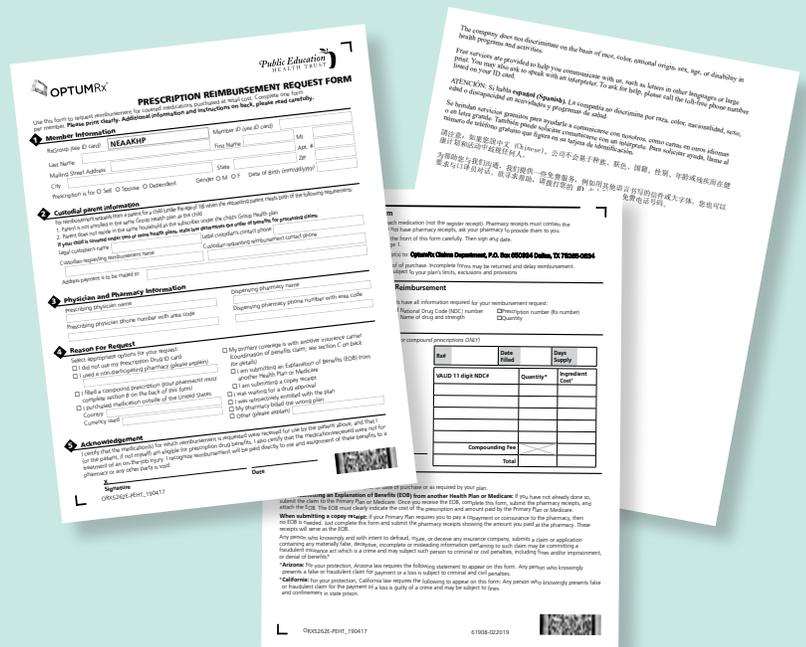
# NEW ADDRESS FOR OPTUMRX PRESCRIPTION CLAIMS

PEHT members who are requesting reimbursement from OptumRx for covered medications purchased at retail cost should note the new mailing address for manual claims.

Completed Prescription Reimbursement Request Forms and pharmacy receipt(s) should be sent to:

**OptumRx Claims Department**  
**P.O. Box 650334**  
**Dallas, TX 75265-0334**

PEHT's custom reimbursement request form has been updated and has instructions for submitting and the new address in Texas.





P.O. Box 21367 • Billings, MT 59104-1367

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a short quiz about this  
edition of **SMART LIVING**  
for your chance to be  
entered into a drawing for  
a \$50 Visa Gift Card!

# HOW MUCH DO YOU KNOW?

COMPLETE THE QUIZ  
AND WIN \$50!

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NOVEMBER / DECEMBER  
QUIZ WINNER:

**SCOTT AND JONI  
CAMPBELL**