



January 21, 2004

This is the latest in a series of communications to keep you informed about the Consortium Plan. We hope you will find this helpful to you. Please share this with your family members who are also covered under the Plan.

### **New Year News**

Within the next two weeks you will be receiving new ID cards reflecting the following changes:

- The nurse hotline service has been changed. The new phone number, which will appear on the back of your card is 800.952.3086;
- As part of the change in the nurse hotline we also have available access to a website ([www.healthinfolib.com](http://www.healthinfolib.com)) where there is information on over 1,100 health topics.
- The logo for Tennessee Healthcare Network has been changed to reflect the change from Community PPO to Signature Health Alliance in the middle Tennessee area.

The Board of Directors has approved the following changes to be effective February 1, 2004:

- The period for adding newborn or newly adopted children to the plan has been extended from 31 to 60 days. This change only applies to newborn or newly adopted children: the time frame for adding all other dependents remains at 31 days.
- The cost for the initial purchase of a wig for hair loss resulting from medical treatment covered under the plan will now be covered up to \$250.
- Immunizations required in connection with foreign travel are no longer an excluded expense.
- For clarification, providers' charges for the submission or completion of claim or other forms are not covered by the Plan.

The revised Plan Document reflecting these changes will be on our web site before February 1.

Remember that if you have any questions you can [email](#) them to this office for our response.

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