



BENEFIT CONSORTIUM

## Transition News

August 1, 2003

Number 5

This is the latest in a series of communications to keep you informed of changes taking place with 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 so they too will know what to expect.

### **Local Pharmacy Prescriptions**

If you or a covered family member experience a problem getting a prescription filled or refilled, please let the pharmacist know the new Express Scripts contract number is Q5IV. Also, the first time you get an existing prescription refilled using your new card the pharmacist needs to process it as a “new” prescription in order to activate it under the new contract.

### **Consortium web site**

For those of you who may not have visited our website ([www.ticua.org/tbc](http://www.ticua.org/tbc)) recently I suggest that you do. You will see that it has a new look, including our new logo which appears above. We have made this logo change in order to remain in step with our sponsoring organization, the Tennessee Independent Colleges & Universities Association, and the recent change in their logo.

We are constantly working to provide additional links and services to make the web site more useful and “user friendly.” As an example of this, when we revised the plan document to reflect the changes in our third-party administrator we took the opportunity to add active links to it. Now you can click on a section listed in the table of contents or a term in the index and be taken to the related page in the plan document.

### **First Day with our new TPA**

Today is officially the first day our new TPA is operational in administering our plan. In reality they have been getting into the swing of things for the past several weeks. You should have received your new cards by now, which they produced. For the past week their pre-certification and case management teams have been working in tandem with our prior provider to set the stage for a smooth transition of those services. Anyone calling for pre-certification of a hospital stay scheduled for August 1<sup>st</sup> or later will have worked with our new team. As of today they are taking calls regarding all claims, even though they will actually process the first claim for us on Monday, August 4<sup>th</sup>.

## **Added Service Available**

In case you have not looked closely at the back of your new ID card, please do. A new addition is the “Express Health Line” toll free phone number. This service provides you with toll-free telephone access to care counselors to address health care questions 24 hours a day, 7 days a week. This service gives you the opportunity to choose an appropriate level of care for the symptoms you are experiencing. Of course, if you are experiencing what feels like life-threatening symptoms, seek immediate care.

Watch for additional information in the days and weeks ahead.

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