

# Carmel Central School District Third Party Administrator Health Care Transition



November 29, 2022



# Third Party Administrator Agenda

---

- Introductions
- Presentation from Empire
- General Questions for Empire
- Presentation from Navitus
- General Questions for Navitus
- Conclusion





Welcome to Empire!

Carmel Central School District



An Anthem Company

The Whole Health Company



## Making Your Transition Easier

Same Provider Network  
you use today



Pre- enrollment  
Member service number

Onsite meeting &  
1:1 call opportunities



Custom member guide

[www.empireblue.com](http://www.empireblue.com)



Our state-of-the-art Member app

Open medical authorization file  
for transition of care



Online and mobile support

Pre Enrollment Member Service Hours:  
Monday – Friday 8:30am -5:00pm  
1-800-662-5193



# Medical Benefit Overview





## PPO Network



### **Same Network you use today**

Our broadest in-network coverage.

---



### **Providers**

Nearly 100% hospital participation in our service area.  
91,000 participating doctors 149,000 provider access points.

---



### **BlueCard®**

National access to care with the BlueCard program – 93% of providers and 96% of hospitals nationwide.

---



### **Global® Core**

Access to international care in more than 190 countries with the Global Core platform.



# Tools & Resources



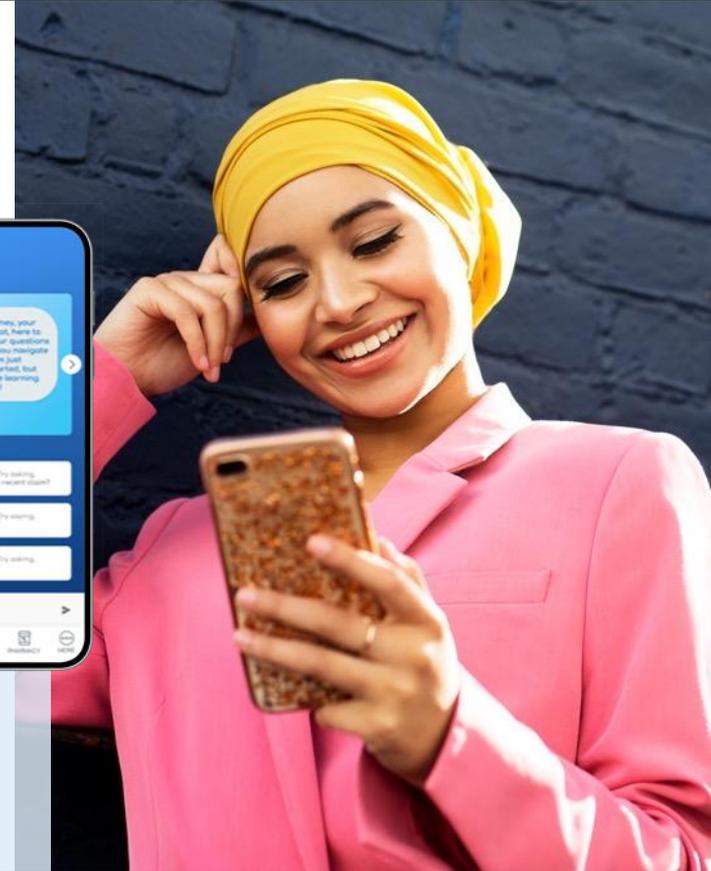
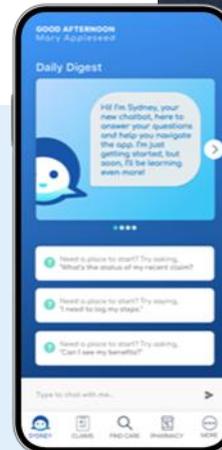


# Sydney Health mobile app

Download Sydney Health and register on the app to take full advantage of your Empire plan.

Use it to:

- Find care and check costs.
- See all benefits.
- View claims and payment information.
- View and use digital ID cards.
- Get answers quickly with the interactive chat feature.
- Access virtual care.
- Access wellness resources and rewards.
- Sync with your fitness tracker.
- Reach Member Services for support.





# Virtual care

## Connect with care anywhere

- Telehealth appointments on your mobile phone, tablet, or computer with a camera
- Board-certified doctors available 24/7 for advice, treatment, and prescriptions
- See a licensed therapist or psychiatrist. Appointments are available 7 days a week and usually cost the same as an in-person visit.
- Cost is less than or equal to an in-person office visit

To make a virtual care appointment, in your Empire account, choose **Virtual Visit With A Provider** under *Care*.





# Telehealth with virtual primary care

Access to routine care and chronic condition management

## Services available through the Sydney Health app

Virtual primary care includes preventive care, wellness checks, lab work referrals, new prescriptions and refills, specialist referrals, and care management for conditions including:<sup>1</sup>

- Asthma
- High blood pressure
- Diabetes
- High cholesterol
- Heartburn or GERD<sup>2</sup>
- Migraines
- Irritable bowel syndrome
- Musculoskeletal issues

## Appointment hours

- 9 a.m. to 9 p.m. ET, Monday through Friday
- 9 a.m. to 5 p.m. ET, Saturday and Sunday



## FAQs

**Are all the covered benefits going to be the same as they were with Indecs?**

**A: Yes, Empire has matched all benefits currently in place.**

**When will I get my Identification Card?**

**A: ID cards are planned to be mailed the week of December 14. Note that they will be in a plain white envelope with up to 4 cards per envelope.**

**How do I get a copy of my identification card?**

**A: Should you need additional copies, you can access and electronic copy or request a new card on our member app, Sydney, or via [www.empireblue.com](http://www.empireblue.com). You may also contact Member Services to request a card be mailed to you.**

**How do I find out if my provider is participating?**

**A: While your Provider network is remaining the same as it is today, you can locate participating providers on our member app, Sydney, or via [www.empireblue.com](http://www.empireblue.com). You may also contact Member Services to request assistance.**



## FAQs

**What if my doctor is not participating?**

**A: You may access the out of network benefits of the Plan.**

**What if I am scheduled for a surgery?**

**A: We have received a listing of all prior approved surgeries from Indecs. However, we recommend contacting Member Services once you receive your ID card should you have any questions or concerns.**

**Where do I find a copy of my schedule of benefits?**

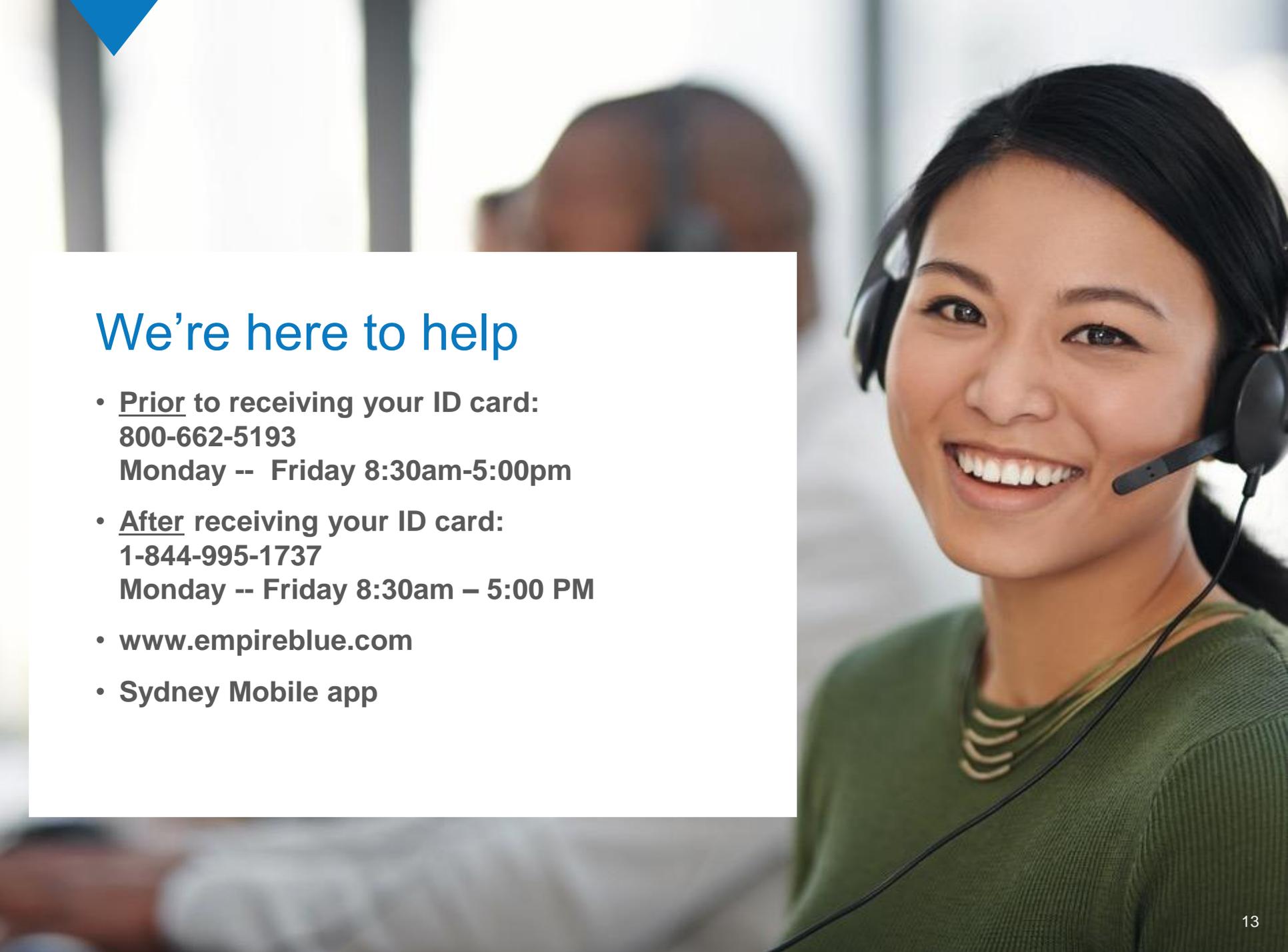
**A: Please refer to Carmel CSD benefits site**

**Who do I call if I have further questions after today?**

**A: Prior to receiving your ID card: 1-800-662-5193**

**After receiving your ID card: 1-844-995-1737**

**Both lines are available Monday -- Friday 8:30am – 5:00 PM**



## We're here to help

- Prior to receiving your ID card:  
800-662-5193  
Monday -- Friday 8:30am-5:00pm
- After receiving your ID card:  
1-844-995-1737  
Monday -- Friday 8:30am – 5:00 PM
- [www.empireblue.com](http://www.empireblue.com)
- Sydney Mobile app



## General Questions for Empire





Navitus Health Solutions – Your Prescription Benefits



# Customer Care Philosophy

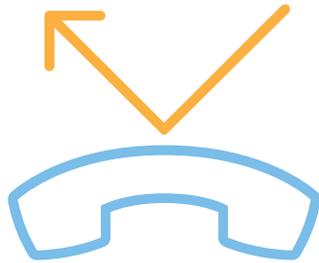
Navitus Customer Care offers access, availability and knowledge to callers, and is an integral part of our mission to deliver superior service.

The cornerstone of our customer care philosophy is consistent, knowledgeable and timely responses delivered with a personal touch. We strive to resolve each call correctly, completely and professionally during the first call. Our relentless pursuit of superior customer service is what sets us apart from our competitors.

## Our Customer Care Commitment and Philosophy:

- We will be **responsive** to our customers' needs.
- We will be **respectful** of our customers at all times.
- We will be **realistic** about what we can or cannot do.
- We will **resolve** our customers' issues in a timely fashion.
- We will take personal **responsibility** for our customer relationships.

# Customer Care



1% Abandonment  
Rate



11 Seconds Average  
Speed to Answer

- 24/7, toll-free
- All calls greeted LIVE (after identifying provider/member)
- Callers enjoy a single point of contact for pharmacy benefit inquiries
- Pharmacists available 24/7 for clinical needs, such as cost overrides
- Robust Disaster Recovery and Business Continuity Plan with geographical redundancy

Agent evaluations based on quality of calls versus quantity



# Have Questions About Your Pharmacy Benefits?

## Answers Are Just a Click Away!

Information about your pharmacy benefit and tools to help you get your prescriptions are available at your fingertips. Visit Navitus' secure member portal at <https://memberportal.navitus.com> or log onto your plan's website to access your:



Prescription Benefit Information



Copay Information



Medication History

And try convenient tools including:



Pharmacy Search



Drug Search



Drug Side Effect and Interaction Search





# Compare Prices and Find Pharmacies Using Cost Compare

Did you know that not all pharmacies charge you the same amount for the same prescription? Look up prices before you leave for the pharmacy and save. Cost Compare lets you:

- ▶ Check Rx prices at local pharmacies
- ▶ Estimate your copay in real time
- ▶ Search based on your prescription history

Visit <https://memberportal.navitus.com> or your plan's website to try Cost Compare today.

This portal is for active members only. Available features may vary by plan. Your out-of-pocket cost may vary based on drug costs, plan design and contracts.

### Cost Compare

Drug Search - 30 IBUPROFEN 800 MG TABS [edit](#)

**IBUPROFEN**  
800 MG TABS

Quantity: 30 Days Supply: 30

[Need Help?](#)

---

Pharmacy Search within 5 miles of your current location [edit](#)

Pharmacies & Pricing: Complete

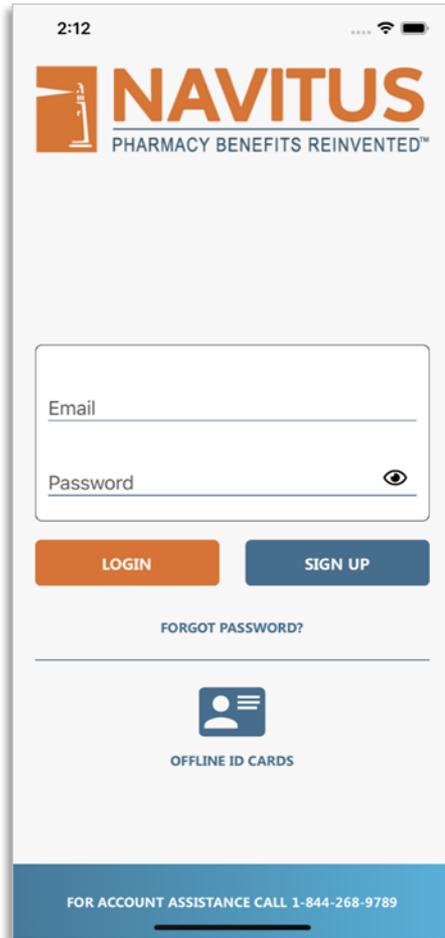
Map Legend: 📍 Your Location 📍 Pharmacy 📍 Selected Pharmacy 📍 24-Hour Pharmacy 📍 Error

[Need Help?](#)

Pharmacy	Distance	You Pay	Total Cost
<span style="color: blue;">📍</span> PHARMACY A	1.69 miles	\$3.53	\$3.53
<span style="color: blue;">📍</span> PHARMACY B	1.70 miles	\$3.53	\$3.53
<span style="color: blue;">📍</span> PHARMACY C	2.71 miles	\$3.53	\$3.53
<span style="color: orange;">📍</span> PHARMACY D	<b>0.10 miles</b>	<b>\$3.63</b>	<b>\$3.63</b>

# About the App

Prescription Benefits At Your Fingertips



With Navitus' mobile app, members can

- Compare medication prices to find the lowest cost option

- Locate the most convenient network pharmacies

- Save preferred pharmacies for quick and easy access

- Access medication and program information

- View member ID card

Features include:

- Drug search

- Cost compare

- Pharmacy search

- Favorite pharmacies

# MOBILE APP – FEATURE WALKTHROUGH

## Drug Search

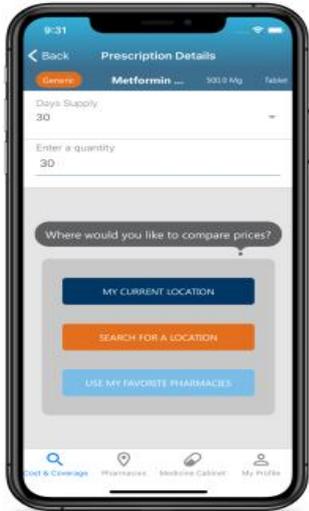
Members can use this feature to search for a drug and check if it is covered by their plan.



1. Search for a drug
2. Select a form (Tablet, Injection, Syrup, etc.) and strength (10mg, 20mg, etc.)
3. Use the “See if this drug is covered under my insurance” button to view information about coverage. This UI can vary, here are some drugs to get the different views.
  - a. Metformin Hydrochloride. This will provide a simple coverage view.
  - b. Cimzia. This will provide more complex coverage information.
  - c. Adderall. This will display a generic equivalent to the brand drug.
4. Use the “Drug info” button to view detailed information about the medication you are searching for.
5. Select “Check for the best price” to proceed to the cost compare feature.



# MOBILE APP – FEATURE WALKTHROUGH



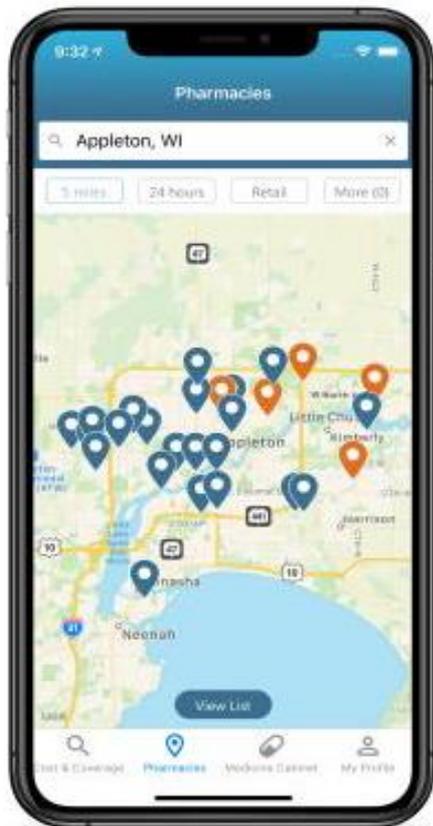
## Cost Compare

This feature can be accessed after a member searches for a drug, and they can use it to check the copay prices at pharmacies in their area.

1. Select a number of days supply (30 or 90) and the quantity of the prescription (1-999).
2. Using one of the buttons on the bottom of the screen search in your current area or search in an area of your choice. You can also search prices at your favorite pharmacies if you have favorite pharmacies selected.
3. After selecting a search location, prices will be displayed on a map. Prices can be tapped on to reveal information about the pharmacy.
4. You may also use the "View List" button at the bottom of the map. This will reveal a list view of all pharmacies in your search.
  - a. From both the map and list views, you can filter your search. From just the list view, you can sort your search results using several criteria.



# MOBILE APP – FEATURE WALKTHROUGH

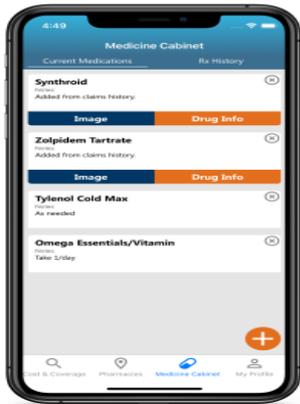


## Pharmacy Search

Members can search for pharmacies in their area using the “Pharmacies” tab. This feature functions just as the previous Cost Compare map but without prices.

Both features indicate favorited pharmacies on the map with a different color than the rest of the map markers.

# MOBILE APP – FEATURE WALKTHROUGH

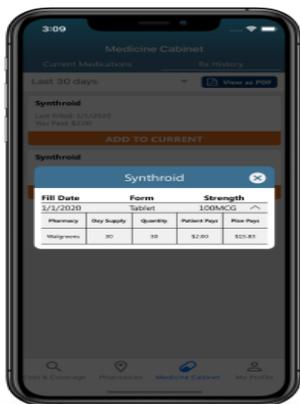


## Medicine Cabinet

The medicine cabinet feature has 2 distinct functionalities. It provides a personalized list of medications that the member can edit and add to. There is also a section that provides detailed information about what medications they have been prescribed (claims).

### Current Medications

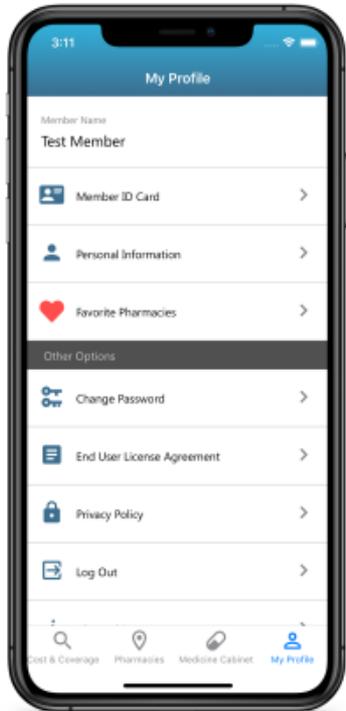
1. Use the “Load my list” button to automatically add medications to this tab from your claim history.
  - a. When medications are added to this tab from Rx History, you are able to view drug information and images.
2. Use the “+” button in the lower right corner to manually add a medication to your current medications list. Medications added this way will not have drug information or images available.



### Rx History

1. View medications that you have been prescribed. You can adjust the time frame using the drop down at the top of the screen.
2. View a PDF form of your claim history using the “View as PDF” button.
3. Tap on a drug to view detailed information about all claims associated with that drug. *Pictured Left*

# MOBILE APP – FEATURE WALKTHROUGH

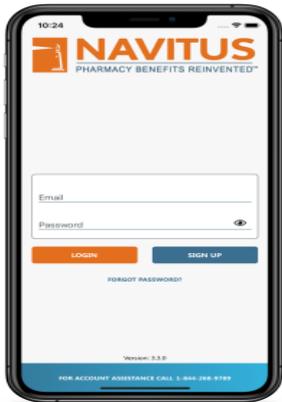


## My Profile

The My Profile tab includes useful information and settings for the member.

1. Member ID Card provides a digital copy of the physical ID each member receives to verify their coverage. The ID can also be set for offline availability.
2. Personal Information allows for a member to add their phone number to their account to be used for easier two-factor authentication.
3. Favorite Pharmacies displays the pharmacies that a member has favorited and provides access to detail information about the pharmacies.
4. Change Password provides a member with the ability to update their password.
5. End User License Agreement provides access to the titled document.
6. Privacy Policy provides access to the titled document.
7. Log Out does exactly that.
8. About This App displays the app version and provides a link to the relevant app store.

# MOBILE APP – FEATURE WALKTHROUGH



## Forgot Password & Offline ID

Offline ID is a feature available to members to enable fast access to their digital ID when they need it. This feature must be manually enabled while they are logged into the mobile app.

Forgot Password utilizes a similar UI to our other password-based features. A member is able to select where they will receive their two-factor authentication code if they have provided a phone number in the mobile app. This is demonstrated in the second screenshot on this page.





# General Questions for Navitus



*Thank you  
for your continued  
support*



The Whole Health Company

