



Plan Update

VOL. TWENTY-TWO

NO. EIGHTY-TWO

September 2009

PROVIDER UPDATE

We are pleased to announce the following additions to the Vale-U-Health Panel Provider Network:

Effective 6/12/09

Todd Fijewski, M.D. – Emergency Medicine

Effective 8/12/09

Christopher Emond, MD – Orthopaedics

Mark Sullivan, MD – Vascular/Thoracic

Adil Chaudry, MD – Radiology

The following provider is no longer part of the VUH Panel Provider Network:

Arthur Santos, MD

NEW RETINA SPECIALISTS

Drs. Rinku Dutt, Coby Hartman, Brett Karlik and Jeffrey Karlik will be joining the practice of Lawrence Gipson, MD. at The Eyesight Center. When their services are provided at The Eyesight Center, these new retina specialists will be considered in-network for all plans.

MAIL ORDER PRESCRIPTIONS

In response to less than positive satisfaction levels with Costco (our current mail order prescription vendor), we will transition to a new mail order vendor effective January 1, 2010. In the coming months, you will be receiving information regarding the transition to Orchard Pharmaceuticals. If you currently use Costco, you will be instructed on what you need to do to move forward with this new vendor. Whether you've considered mail order in the past or actually used it but found the vendor/process cumbersome, please give it a try with Orchard. With this transition, we expect to improve turnaround time, ease of use when ordering (via internet and/or telephone), and overall customer service satisfaction levels.

IMPORTANT REMINDERS!

Co-Pay Changes

Just a reminder that effective August 1, 2009, the office visit co-pay is now \$25.00 for all plans. The emergency room co-pay (when not admitted) is \$40.00 for enrollees in the Home Host Plan and \$75.00 for enrollees in either the Exclusive or Preferred Plans.

Home Host Authorizations

If you are enrolled in the Home Host Plan, please keep in mind that you must utilize the Vale-U-Health Network. If you need medically necessary services that are not in this network, you must obtain a prior authorization to access an InterGroup provider. You may do so by calling 724-379-4011 option #2. As always, you do not need a prior authorization for Emergency Services. For example, if you are having chest pain, don't stop to call, go to the nearest emergency room!

Correspondence from Vale-U-Health (VUH)

Whenever you receive correspondence from VUH, please take the time to read it and, when requested, provide a response in a timely manner. This will enable VUH to accurately process your claims and avoid denial of benefits.

Annual Satisfaction Survey Underway!

Please refer to the back side of this newsletter for information regarding access to the survey, etc.

Healthy Hints...



Pennsylvania Health Care Plan
Southwestern Pennsylvania
The MVH Employee Preferred Provider Organization

WillowPointe Plaza
800 Plaza Drive • Suite 230
Belle Vernon, PA 15012
724-379-4011
Fax: 724-379-4354

2009 Satisfaction Survey

The 2009 Vale-U-Health Member Satisfaction Survey is now underway. We are pleased to announce that our survey is (again) being offered online through Zoomerang. The survey will take just a few minutes of your time to complete and by doing so, you will provide useful information to Vale-U-Health so that we may learn what is working and what needs improved to better serve you, our valued members. The survey is available through September 30th and can be conveniently accessed one of four ways:

1. As the shortcut "**Vale-U-Health Survey**" located in the MVH Links and Applications under your internet Favorites
2. As the shortcut "**Vale-U-Health Survey**" located on the MVH's Employee Only Website
3. Within Meditech, by selecting "**External Links**" and choosing **VUHEALTH**
4. From your home computer, simply type the following address into your web browser: <http://www.zoomerang.com/Survey/?p=WEB229JSCUQR4>

As a token of our appreciation, we will be holding a drawing for several prizes. Upon completing the survey, please be sure to print an entry form (the last page of the survey) and enter it via interoffice mail to Vale-U-Health or place it in the drawing box which is located in the Personnel Department of Monongahela Valley Hospital. Winners will be posted in the MVH Cafeteria and HealthPlex.



Six - \$25 Sheetz gift cards



Ten - \$10 gift certificates for Subway

One Grand Prize -

\$75 gift certificate for The Back Porch



Should you have any questions or need assistance, please call Trina at 724-379-4011 ext. 2408.