



**ROCKY MOUNTAIN
HEALTH PLANS®**

We understand Colorado. We understand you.

Rocky
Mountain

HEALTH

SPRING 2010

Helping you quit

FREE TOBACCO CESSATION PROGRAM FOR MEMBERS

In January, Rocky Mountain Health Plans (RMHP) launched a free tobacco cessation program for all SOLO Health Plans (individual) and group health plan Members. This program is the first of its kind in Colorado.

We understand that quitting tobacco use can be difficult. That's why the RMHP tobacco cessation program includes free access to the Colorado QuitLine, nicotine replacement therapy (nicotine gum and patches), and certain tobacco cessation prescription drugs. Members will not incur any out-of-pocket costs for accessing this program.

To join the program, Members will need a physician's prescription and must show that they are participating in the Colorado QuitLine's counseling services. For more information, call the RMHP Customer Service line toll-free at **800-346-4643, option 6**.

You can also call the Colorado QuitLine at **800-QUIT-NOW (800-784-8669)** or go to www.coquitline.org.

New!

Rocky Mountain Health has a new look for 2010! We think you'll enjoy the fresh, colorful format of your Member newsletter.

➤ Welcome, new Medicare Members!

➤ Become an organ donor

Happy 2010, Medicare Members!


I'm Jim Kearns, the Medicare Retention Specialist for Rocky Mountain Health Plans (RMHP). If this is your first experience with RMHP, welcome! You've made a wise choice for your Medicare plan. If you have been with us before as part of an employer group, individual, or a Medicare plan, we are very glad to have you back.



Jim Kearns,
Medicare
Retention Specialist

It's my job to contact new Members to make sure their health plans get off to a good start. You may be getting a friendly call from me for any ongoing health care needs such as oxygen or home health services. I can help if you are looking for a primary care doctor, have benefit questions, or want to know about mail-order prescription services. I will work to ensure a smooth transition to RMHP for you and

your providers.

 If you have benefit questions, call our Customer Service team at **888-282-1420** from 8 a.m. to 5 p.m., Mountain Time, Monday through Friday.

► If you are hearing impaired and use TTY equipment, call **800-704-6370**.

► Para asistencia en español, llame al **800-282-1420** y oprima el **2**.

As an RMHP Medicare Member, you can also get claims and benefits information online on our secure Member portal, **access|RMHP**.

To register, go to our website, **www.rmhp.org**. Click on "Members" in the **access|RMHP** box on the right, and follow the easy-to-understand instructions.

I also want to tell you about our new walking and fitness program from Silver&Fit Affinity. You can get a pedometer and walking guide, a free one-week fitness club membership, and club discounts. Go to www.SilverandFitAffinity.com or call **877-808-2746** to find out how to enroll.

Thank you for choosing Rocky Mountain Health Plans!



"It's my job to contact new Members to make sure their health plans get off to a good start."

—Jim Kearns, Medicare Retention Specialist

DONATE LIFE

Be an organ, eye, or tissue donor

April is Donor Awareness Month—a good time to remember that one donor can save or enhance the lives of up to 100 people. Organ, eye, and tissue transplants offer patients a chance at healthy, productive lives as they return to their families, friends, and communities. You have the power to change someone's world by being a donor.


What your donation means. Your commitment to being an organ donor will not interfere with your medical care. Unless you are a stem cell donor or a living donor for kidney or liver transplants, organ and tissue donation becomes an option only after all

lifesaving efforts have been made and death has been declared.

There is no cost to the donor's family, and donation should not delay or change funeral arrangements. All major religions support organ and tissue donation as an unselfish act of charity.

The people you'll help. Donated organs are distributed based on medical information such as blood type, body size, and tissue type and are matched through a national computer network operated by the United Network for Organ Sharing.

It is illegal to distribute organs based on nonmedical information such as wealth, citizenship, or celebrity status. Organs and tissues are distributed based on patient need, availability, and medical criteria.

 **Learn more about giving.** For more information, visit www.ColoradoDonorRegistry.org or call **888-256-4386**.

Source: Donor Alliance

PRENATAL PROGRAM

Gift card for pregnant members

If you are pregnant, Rocky Mountain Health Plans has a great prenatal program for you. We have many resources available—just call or email our experienced prenatal nurses with any problems or questions about your pregnancy.

Also, we'll send you a pregnancy health screening form to help us assess what needs you may have. When you return your screening form, you will receive educational materials and a \$10 gift card to Target!

If you are interested in taking part in this offer, please call our prenatal nurses:

➤ Janice Ferguson, RNC:
Call **800-843-0719, ext. 7890**,



or **970-244-7890**, or email janice.ferguson@rmhp.org.

➤ Heather Stephens, RN:
Call **800-843-0719, ext. 7804**, or **970-244-7804**, or email heather.stephens@rmhp.org.

Notice of Privacy Practices

Rocky Mountain Health Plans respects the privacy of your protected health information. Our HIPAA Notice of Privacy Practices describes your rights and how medical information about you may be used or disclosed.

Here are three ways to acquire a copy of our privacy practices:

- Go to **www.rmhp.org** and click on "Privacy Practices and Disclosures."
- Call Customer Service toll-free at **800-346-4643, option 6**.
- Write to Rocky Mountain Health Plans, Privacy Notice, PO Box 10600, Grand Junction, CO 81502-5600.

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Good news!

COBRA SUBSIDY LAW GETS EXTENSION

The American Recovery and Reinvestment Act of 2009 (ARRA) provides for premium reductions for health care continuation coverage under COBRA and Colorado Continuation of Coverage (CCOC).

Eligible people who were involuntarily terminated from employment between Sept. 1, 2008, and Feb. 28, 2010, pay only 35 percent of their COBRA/CCOC premiums, while the remaining 65 percent is paid for by the employer or insurer and reimbursed through a tax credit.

What the extension means for you

ARRA was amended on Dec. 19, 2009, to extend the premium subsidy eligibility period until Feb. 28, 2010, and to extend the maximum subsidy period from nine to 15 months.

- ▶ If you paid the full COBRA/CCOC premium because you exhausted the nine-month subsidy, you will receive a credit.
- ▶ If you did not continue COBRA/CCOC after exhausting your subsidy, you now have additional time to sign up and take advantage of reduced premiums.



- ▶ If you are currently paying the reduced COBRA/CCOC premium, you may have up to an additional six months of eligibility for this subsidy.

For more information about COBRA/CCOC, contact your plan administrator or the Rocky Mountain Health Plans COBRA Billing Team, PO Box 10600, Grand Junction, CO 81502-5600. If you are in Mesa County, call **970-244-7975, option 5**; toll-free **800-515-5153, option 5**; or email cobrabilling@rmhp.org.

When preauthorization is needed

Certain surgeries, treatments, and medical equipment require your physician to request approval in advance. This process is called preauthorization. We preauthorize to help us determine if our Members are receiving the right care at the right place and at the right time.

Rocky Mountain Health Plans (RMHP) has a review team of four physicians who work with an experienced team of licensed

nurses. These physicians and nurses compare your recommended treatment to nationally recognized guidelines to determine if the requested services and equipment are appropriate for you, or if an alternative treatment should be considered.

An RMHP nurse will call you to discuss these alternatives. We also discuss these recommendations with your doctor.

Where you can learn more.

Find a list of services that require preauthorization by visiting our website at www.rmhp.org. Click on "Services Requiring Preauthorization" under the "Health Care Providers" tab.



You can also call our friendly Customer Service representatives for more information at **970-243-7050** in Mesa County or toll-free at **800-346-4643**.