

02/24/2005 09:31 AM

Subject: Spring Dependent Recertifications

Original Email Text

As you are probably aware, each Spring group insurance members with dependents in the Student category must certify that their dependent is eligible to continue group insurance coverage in the State of Illinois Group Insurance Program. This is a two-step process. First, the "student status" of these dependents must be verified; and secondly, members must provide a Certification Statement indicating the dependent meets all of the other dependent eligibility criteria to be able to continue coverage.

CMS contracts with the National Student Clearinghouse (NSC) to electronically verify full-time student status for those students in their database. For the Spring 2005 period, NSC has verified the full-time student status for approximately 62% of the dependents in the student category. Dependents whose full-time student status has not been verified by NSC will need to provide written verification of full-time student status from the dependent's school.

Letters to members notifying them of the need to recertify their dependent were mailed yesterday, Wednesday, February 23, 2005. A report identifying whether the member needs to submit only the dependent Certification Statement (because student status was verified by NSC), or the written verification of Student status from the school along with the Certification Statement is available via MOBIUS. The report ID number for this Spring Dependent Recertification Report is GIMBM47501, dated February 17, 2005.

The letters sent to members will contain a due date for providing the required documentation. For members with dependents in the Student category who are only required to submit a dependent Certification Statement, the due date is March 17, 2005. For members with dependents in the Student category who must submit written verification of full-time status in addition to the dependent Certification Statement, the due date is March 24, 2005.

The due dates are provided to members to encourage them to submit the necessary paperwork to you, the GIR/Ps, so that the you have time to post the recertification to the Membership System prior to CMS processing automatic termination of dependent coverage for failure to recertify. GIR/Ps will be able to post recertifications through close of business on Friday, April 1, 2005. CMS will process termination of dependent coverage after the Membership System is taken down the evening of Friday, April 1st.

If you have any questions regarding the dependent recertification process, please refer to Section 2.1 of the Group Insurance Manual, or contact the Membership Unit at 217-558-4978.

02/22/2005 09:50 AM

Subject: Contact Information for QTB Program Assistance

Original Email Text

Upon WageWorks assuming the administration of the Qualified Transportation Benefit (QTB) Program almost three years ago, agency GIRs and GIPs were asked to contact WageWorks directly for assistance with employee QTB accounts. Since that time, it has been determined that agencies may be better served to contact CMS directly with regard to certain issues. As a result, we are asking that you direct any QTB refund requests and/or inquiries regarding incorrect payroll deductions (for parking and/or transit benefits) to Aimee Bick at aimee_bick@cms.state.il.us. Include the name of the employee, the employee's SSN and a description of the problem with your inquiry. All other inquiries having to do with QTB such as enrollment, change of benefit amount, cancellation of the benefit amount, change in parking provider and/or a monthly pass being lost or not received should still be directed to WageWorks customer service.

We appreciate your cooperation in our attempt to provide better service to our members.

02/09/2005 10:59 AM

Subject: PLEASE DISSEMINATE

Original Email Text

The CMS Bureau of Benefits will be making an announcement via a press conference this morning to communicate the intent to award a contract for prescription management services to Medco Health Solutions, Inc. The new contract will replace the current Caremark contract effective July 1, 2005 and will impact those employees, retirees, and dependents enrolled in the QCHP and the three self-insured managed care plans.

This is where we need your assistance. The Bureau of Benefits would like to notify all State employees of the intention to award the contract to Medco at approximately the same time as the press conference. Please disseminate the information in the attached PDF file to all employees as close to 12:00 noon (today) as possible. Please use the most efficient means possible to relay the information.

PDF Attachment Contents

February 9, 2005--The Department of Central Management Services (CMS) is extremely pleased to announce its intent to award a contract for prescription benefit management services to Medco Health Solutions, Inc. This decision resulted from a very intensive and thorough bid review of eleven (11) vendors bidding for the prescription benefit management contract.

Medco is a leading Prescription Benefit Manager (PBM), with proven capabilities and a reputation for excellent customer service. Medco also has received recognition for the quality services provided by its Mail Order Pharmacy. CMS believes Medco's bid provides the highest level of service to our members and the best value to the State.

On July 1, 2005, Medco will begin prescription benefit management services for 230,000 employees/dependents/retirees in the state group insurance program, local government program, retired teachers program, and retired community college program. This change affects members enrolled in the Quality Care Health Plan, Local Care Health Plan, Teachers' Choice Health Plan, College Choice Health Plan, and members in HealthLink OAP, Health Alliance Illinois and OSF Winnebago health plans. It will NOT impact employees enrolled in fully-insured managed care plans (currently OSF, Health Alliance HMO, Personal Care, HMO Illinois, UniCare HMO).

The process for obtaining prescriptions will remain the same, whether they are short-term or long-term medications. More information will be available in the coming months, however, members are urged to check the Benefits website, www.benefitschoice.il.gov for the most current information. In addition, members may call the Group Insurance Program at 1-800-610-2091 to obtain updated information as it becomes available.

Look for further details of the program in your next Benefit Choice booklet. Members in the affected plans should expect to receive new identification cards in June.

02/07/2005 01:56 PM

Subject: Forms Release 05-1 and Manual Release 05-2

Original Email Text

Please read the attached Forms Release and Manual Release as they update information in the online versions of the Group Insurance Manual and Group Insurance Forms.

PDF Attachment Contents

Forms Release 05-1

Two group insurance forms have been revised and are described in this first “Forms Release”. The chart below indicates the two forms which have been revised and the revisions which were made. You can view the revisions in the online Group Insurance Manual (see below for website address and login instructions). If you have problems accessing the website, please contact either Pam DeJanovich at (217) 785-8051 or Grant Brauer at (217) 524-4374.

As indicated in the October 22, 2004, GI Notice (subject line...) a “Forms Release” will be sent whenever a group insurance form is revised. Revised forms will replace the out of date form in both the ‘Group Insurance Forms’ and ‘Group Insurance Manual’ sections on the GI website.

Form	Changes	GI Manual Page
Part-time Employment and Election of Participation Certificate (<i>previously no form number – now CMS-563</i>)	<ul style="list-style-type: none">▪ Changes the name to, “Part-time Employee Election/Waiver of Group Insurance Participation.” <i>Note: Since the name of this form has changed, a Manual Release will be sent updating the references to the form in the Group Insurance Manual.</i>▪ Assigns the CMS form number CMS-563 to the form.▪ Rephrases the first paragraph to include that failure to complete the form will result in automatic default to QCHP and QCDP.▪ Separates two choices under the “YES” option to participate, indicating employees may only elect not to participate in Dental if they are a new employee or if they are completing the form during the annual Benefit Choice Period.▪ Adds a ‘GIR/P Use Only’ box at the bottom of the form to indicate the effective date and PT percentage.▪ Moves the instructions on how to calculate the part-time premium to the ‘GIR/P Use Only’ box.	Appendix D – Page 20
Waiving Annuitant Group Insurance Coverage Notification and Election Form (CMS-565)	<ul style="list-style-type: none">▪ Adds #5 which indicates the annuitant must provide a copy of the marriage certificate.▪ Adds ‘Type Enrollee Code,’ ‘Part-time Percentage’ and ‘Basic Life Units’ to the ‘GIR/P Use Only’ box.	Appendix D – Page 22

The GI Manual is located at www.state.il.us/cms/2_servicese_ben/gir.htm. Please use the GI website User Name (gimanual) and Password (1234gi) to login.



**STATE GROUP INSURANCE
MANUAL RELEASE 05-02**

DATE: February 7, 2005

SUBJECT: Changes to the Part-time Employment and Election of Participation Certificate

As indicated in the “Forms Release 05-1” dated February 7, 2005, the title of the Part-time Employment and Election of Participation Certificate has been changed to **Part-time Employee Election/Waiver of Group Insurance Participation**. Due to this revision, references to the form in the online Group Insurance Manual are indicated in **RED** for this Manual Release. All pages which have been updated are bookmarked under the “Manual Release 05-2 Changes” tab. GIR/Ps who maintain a printed copy of the manual may want to print the changed pages.

As a reminder, the GI Manual is located at www.state.il.us/cms/2_servicese_ben/gir.htm. Please use the GI website User Name (gimanual) and Password (1234gi) to login.

The following section(s) of the GI Manual have been updated to reflect the new form name:

Section	Citation	Online Manual Page
Table of Contents	3 - <i>ii</i>	Page 6
Table of Contents	Appendix <i>i</i>	Page 23
Section 3: Enrollment	3.0.A.5	Page 64
Section 3: Enrollment	3.0.A.6	Page 66
Section 3: Enrollment	3.0.C.3	Page 72
Section 3: Enrollment	3.2.C	Page 81
Section 3: Enrollment	3.3.B	Page 85
Section 4: Group Insurance Policy	4.1.C.10.e	Page 112
Section 4: Group Insurance Policy	4.1.C.17.b	Page 125
Section 12: Membership Enrollment Procedures	12.8 (pages 12-32 and 12-33)	Page 316/317
Appendix D: Forms Requiring Member’s Signature	Page 1	Page 467
Appendix D: Forms Requiring Member’s Signature	Page 20	Page 486

Please continue to watch for GI Notices which will notify you of more enhancements to the GIR/P website.

If you have questions regarding this release, please contact Pam DeJanovich at (217) 785-8051 or email her at: pam_dejanovich@cms.state.il.us.

01/27/2005 11:09 AM

Subject: GIPIRS now available on the Group Insurance Website

Original Email Text

The 2nd Quarter FY'05 Group Insurance Performance Indicator Reporting System (GIPIRS) report has been generated. This report includes data from October, November and December 2004.

This quarter's GIPIRS report, as well as the score sheet which converts percentages to index scores and the description of each category (i.e., legend) may now be accessed on the Group Insurance website at http://www.state.il.us/cms/2_servicese_ben/gir.htm.^{*} Once logged into the Group Insurance webpage, click on the 'Group Insurance Performance Indicator Reporting System - GIPIRS' link. All GIPIRS information can be viewed using this link and is bookmarked accordingly. By clicking on the '+' sign next to the 'FY05 2nd Quarter Reports' bookmark, each Division's bookmark will be displayed. By clicking on the Division title, the summary report for that Division will be displayed. By clicking on the '+' sign next to the Division title, the Division detail report will be listed. Divisions III and IV will also list a 'Facilities' bookmark which, when clicked on, will list the detail reports of all the facilities within those Divisions.

Even though GIRs and GIPs will be notified via a GI Notice when the quarterly reports are available online, GID will continue to mail the GIPIRS detail report (i.e., the legal sheet with each category broken down and scored) to each division and university. The paper copy of the detail report for the 2nd quarter of FY05 is being mailed **today**.

The GIPIRS report sent to CEO's semi-annually will continue to be mailed via the US Postal Service. CEO's are **not** scheduled to receive this quarter's report.

As with the previous quarterly report, all transactions related to members on Leaves of Absence who failed to pay for their insurance coverage, and were thus retroactively terminated by our Premium Collection Unit, have been removed from the GIPIRS scoring, as these transactions are viewed as being generally outside your control. Permanent Layoff and Opt Out/Opt In transactions have also been removed. As with the last quarterly report, transactions that were brought to GID's attention during the appeal period and were consequently deemed to be generally out of the control of the agency have also been removed. Agencies with manual adjustments are identified with an asterisk in front of their agency's name. If you have questions about these adjustments, please contact Grant Brauer or me.

As a reminder, a "rank" column indicating your agency's rank within your division for the current quarter, as well as your previous quarterly report ranking was added to GIPIRS last quarter (example: If your agency ranked 4th on the previous quarterly report and 3rd on the current report, the column indicates '4/3'). Those agencies whose member count increased/decreased and therefore placed them into a different Division than the previous quarter, are indicated with an 'NA' in the "previous rank" column.

It continues to be our hope and expectation that every agency, university, office and retirement system will review the attached 2nd quarter reports carefully and make the commitment to identify and address any systemic inefficiencies in their organization that affect the management of our benefit plan. GID is committed to do the same on our end, and will be there to work with you to make our overall benefits administration as fair and reasonable as possible. Please address all questions about the attached report to me at pam_dejanovich@cms.state.il.us or call me at 217-785-8051.

^{*} To access the Group Insurance website, use the USER ID and Password emailed in the October 6, 2004 GI Notice with the subject, "Website Access Information." Do not use your RACFID to login.

01/20/2005 03:44 PM

Subject: New CIGNA ID Cards Being Mailed

Original Email Text

Illinois recently passed legislation to help protect personal information from identity theft. This new legislation, referred to as the Consumer Fraud and Deceptive Business Practices Act, outlines that insurance providers who are currently using SSN based identification numbers must replace those ID numbers with a unique alpha-numeric number. All insurance providers must comply with the new law by January 1, 2006.

CIGNA will begin mailing new ID cards to members in the Quality Care Health Plan beginning Friday, January 21, 2005. These new cards will have a unique alpha-numeric number which will replace the current SSN based number.

The new ID number will appear in the "ID Number" field of the cards and will be included on most correspondence to the member from CIGNA HealthCare. Members and their dependents should provide the new ID number to health care providers at each visit and when calling CIGNA Member Services.

Members who have questions are directed to call the CIGNA Member Services Department at the toll-free number shown on their ID card.

GID will continue to notify you throughout this calendar year as other insurance providers begin sending new ID cards.

01/19/2005 03:17 PM

Subject: Correction to Online Manual

Original Email Text

Please note the following correction to the GI Manual:

The online version of the Group Insurance Manual was updated yesterday, January 18, 2005. Please note, the date in the lower left corner on page 216 of the online manual was incorrect. The incorrect date was 11/14/2005 and has since been corrected to reflect 01/14/2005.

Please reprint the page if necessary. We apologize for the error.

01/14/2005 05:01 PM

Subject: Manual Release 05-1: Table of Contents Added to Online GI Manual

Original Email Text

Please read the attached PDF file which contains Manual Release 05-1. This release includes a revised version of the Table of Contents as well as revisions to the Enrollment, GIFCS and FSA sections of the manual. Please note, all updates (with the exception of the Table of Contents section) are indicated in BLUE.

PDF Attachment Contents



ILLINOIS

Rod R. Blagojevich, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Michael M. Rumman, Director

**STATE GROUP INSURANCE
MANUAL RELEASE 05-1**

DATE: January 14, 2005

SUBJECT: Table of Contents Added to Online GI Manual

As you may recall from Manual Release 04-2, dated October 6, 2004, all changes to the online manual will be indicated in colored text. The text of the changes for this Manual Release is blue.

The Table of Contents have been added to the online Group Insurance Manual located on the GIR/P website at www.state.il.us/cms/2_servicese_ben/gir.htm. This section is bookmarked as the first option before Section 1 in the manual.

Additionally, the Table of Contents page which corresponds to each section of the manual is bookmarked. For example, when viewing the bookmarks for Section 5, each sub-section will be displayed. The Table of Contents page for Section 5 is the first bookmark.

The following section(s) of the GI Manual have been updated:

Section	Citation	Change
Section 3: Enrollment	3.2.D	<ul style="list-style-type: none">Removes first paragraph which has references to terminating State employment, retiring and becoming a dependent of a member as the statement is confusing the 'transfer' issue.
Section 7: GIFCS Administration	7.11.E	<ul style="list-style-type: none">Updates the ARU Cutoff Schedule column heading from 'CFT Reports Available on MOBIUS' to 'Monthly Reports on MOBIUS' as well as updates the column description. Deletes the 'Member Receiving Warning Letter' column as it does not appear on the schedule.

Section 8: Flexible Spending Accounts	8.1.A	<ul style="list-style-type: none"> ▪ Deletes the statement under the FSA Change in Status Certification FY form referring to the “addition/deletion of a dependent” since that information is no longer kept on file.
Section 8: Flexible Spending Accounts	8.1.C	<ul style="list-style-type: none"> ▪ Clarifies the criteria for the effective date of enrollment in MCAP/DCAP.
Section 8: Flexible Spending Accounts	8.1.D	<ul style="list-style-type: none"> ▪ Clarifies the criteria for the effective date of re-enrollment in MCAP/DCAP upon returning to work from an unpaid leave of absence.
Section 8: Flexible Spending Accounts	8.2.B	<ul style="list-style-type: none"> ▪ Clarifies that the first deduction for MCAP or DCAP must be taken during the pay period indicated in the chart.

Due to several changes to the Table of Contents, GIR/Ps who maintain a printed copy of the manual should print the entire Table of Contents (pages 2 through 24 of the online manual).

Reminder: Minnesota Life creates and maintains all life insurance related forms, therefore, please access life insurance forms through the Minnesota Life website at <https://web1.lifebenefitsextra.com>.

Please continue to watch for GI Notices which will notify of more enhancements to the GIR/P website.

If you have questions regarding this release, please contact Pam DeJanovich at (217) 785-8051 or email her at: pam_dejanovich@cms.state.il.us.

01/14/2005 03:29 PM

Subject: 2005 Agency Cutoff Schedule

Original Email Text

Attached is a PDF file containing the new cutoff schedules for both the Analysis and Resolution Unit (ARU) and the Premium Collection Unit (PCU) for calendar year 2005. You should reference this schedule throughout the year to identify key dates as they relate to ARU and PCU.

Sample cutoff schedules and a description of each column is explained for both ARU (Section 7.11.E) and PCU (Section 5.8) in the Group Insurance Manual located online at http://www.state.il.us/cms/2_servicese_ben/gir.htm.

Questions regarding the ARU schedule should be directed to Dan Ewald of the Analysis and Resolution Unit at (217) 558-4671. Questions regarding the PCU schedule should be directed to Keri Krager of the Special Payment Programs Unit at (217) 558-4783.

PDF Attachment Contents

AGENCY CUTOFFS FOR COVERAGE YEAR 2005

Analysis and Resolution Unit Cutoffs

<u>Coverage Month</u>	<u>*Agency Direct Pay Cutoff</u>	<u>**Delay Termination Cutoff Date for CFT's</u>	<u>On-line Transaction Cutoff/GIFCS Monthly Run Date</u>	<u>***Monthly Reports on MOBIUS</u>	<u>Analysis & Resolution Terms Proc.</u>
Jan 05	2/25	3/2	3/3 –Th	3/4	4/4
Feb 05	3/30	4/1	4/5 – Tu	4/6	5/2
Mar 05	4/28	5/2	5/4 - W	5/5	6/2
Apr 05	5/31	6/3	6/6 – M	6/7	7/1
May 05	6/29	7/1	7/5 – Tu	7/6	8/2
Jun 05	7/29	8/3	8/4 – Th	8/5	9/2
Jul 05	8/30	9/1	9/6 - Tu	9/7	10/3
Aug 05	9/28	10/3	10/4–Tu	10/5	11/2
Sep 05	10/28	11/2	11/3 –Th	11/4	12/2
Oct 05	11/28	12/2	12/5 –M	12/6	1/3
Nov 05	12/29	1/3	1/4 –W	1/5	2/2
Dec 05	1/30	2/1	2/6 –M	2/7	3/2

* Nonpayroll Member and Direct Payment Report (CMS 328) and Direct Payment diskettes must be in our office by this date to ensure uploading for this month run.

* * If a Delay Termination (CMS-321) is not received by the close of business on this date, a CFT letter will be mailed to the member advising them of the possibility that their coverage could be terminated if the problem is not resolved, when ARU processes terminations for this month.

* * * Members Receiving a Warning Letter report is not a MOBIUS report and will be mailed to the agency around the tenth of each month.

Premium Collection Unit Cutoffs

<u>Coverage Month</u>	<u>Membership Cutoff</u>	<u>Bills Mailed By</u>	<u>Terminations Processed</u>
Feb 05	2/1 – Tu	2/4	3/25
Mar 05	3/1 – Tu	3/4	4/25
Apr 05	4/1 – F	4/6	5/25
May 05	5/2 – M	5/5	6/27
Jun 05	6/1 – W	6/6	7/25
Jul 05	7/1 – F	7/7	8/25
Aug 05	8/1 – M	8/4	9/26
Sep 05	9/1 – Th	9/6	10/26
Oct 05	10/3 – M	10/6	11/28
Nov 05	11/1 – Tu	11/4	12/27
Dec 05	12/1 – Th	12/5	1/25
Jan 06	1/3 – Tu	1/6	2/27

01/04/2005 04:51 PM

Subject: GIPIRS Detail Reports

Original Email Text

The 2nd Quarter FY 05 (October - December) GIPIRS detail reports are now available on MOBIUS. **Please read the attached PDF file carefully!**

PDF Attachment Contents

The 2nd Quarter FY 05 (October - December) GIPIRS detail reports are now available on MOBIUS. **Please read the following carefully!**

Beginning today, through January 12, you will be given the opportunity to dispute any untimely transactions appearing on your GIPIRS detail reports which you feel were generally out of your control. You must send the details of the questionable transaction to either Pam DeJanovich at pam_dejanovich@cms.state.il.us, or Grant Brauer at grant_brauer@cms.state.il.us, by close of business Wednesday, January 12th, in order for the transaction to be reviewed. Transactions deemed as being generally out of your control will be removed from your GIPIRS score via a manual adjustment.

Agencies with manual adjustments to their score will be indicated on the upcoming GIPIRS report (to be mailed in late January) with an asterisk next to their agencies name. Please note, disputed transactions will remain on the MOBIUS detail reports, as these reports cannot be manipulated.

The report names and numbers, dated 01/04/05 are as follows:

GIMBZ681-01	Timeliness Detail Quarterly -- New Members Adds
GIMBZ682-01	Timeliness Detail Quarterly -- Dependent Adds
GIMBZ683-01	Timeliness Detail Quarterly -- Terminations Processed
GIMBZ684-01	Timeliness Detail Quarterly -- Leave of Absences
GIMBZ685-01	Timeliness Detail Quarterly -- Return to Work
GIMBZ686-01	Timeliness Detail Quarterly -- 1/16 Adds
GIMBZ687-01	Timeliness Detail Quarterly -- 2/17 Adds

Note: All Opt Out and Opt In transactions have been removed from this quarter's GIPIRS detail reports.

12/20/2004 04:25 PM

Subject: Membership System - Screen 5 Enhancements

Original Email Text

Effective December 17th, enhancements were made to the Membership Agency Inquiry screens (5A and 5B) which prevent calculation errors from occurring when an incorrect date is entered. Agencies will no longer be able to enter a date other than the pay period end date for which liability exists.

Screen 5A and 5B will now default to a Pay Period End Date in the "PPEND DT" field. The date displayed will either be the 15th or the end of the month. If you enter any other date, the following error message will be displayed, "DATE ENTERED IS NOT VALID". In order to display liability for a pay period, users will be required to enter the pay period end date.

For a new member, the "Pay Period End Date" of the first pay period that liability exists will be displayed in the PPEND DT field. For example, if a new employee starts work on November 27th and is paid semi-monthly, the pay period end date displayed will be December 15th.

Additionally, the member address on screen 5A displays the address in effect on the first day of the month. If you have questions, or need assistance, please call the Analysis and Resolution Unit at (217) 558-4671.

12/17/2004 04:09 PM

Subject: Caremark and System Generated ID Cards

Original Email Text

Caremark, prescription drug plan administrator for the Quality Care Health Plan, Health Alliance Illinois, Healthlink OAP and OSF Winnebago, will be mailing new identification cards (ID) to all members beginning the week of December 20, 2004. In compliance with recent legislation, the new ID cards will contain new system-generated ID numbers that replace the old ID numbers that were based on the social security number.

Member's calling Caremark can use their new system-generated number or the old SSN-based number plus the plan code (i.e. 1400 for the QCHP, etc) to identify themselves.

Also, please remember to check the CMS benefits website frequently for updates to the Retail Maintenance Program network of pharmacies at www.benefitschoice.il.gov.