

Group Leader

UPDATE

January 2010



HMSA: Looking Toward the Future

Aloha,

In this age of cell phones, text messaging, and emails, we're accustomed to quick access to information at our fingertips when we want it, wherever we want it. No one wants to wait in long lines or be put on hold. Convenience and high speed are the present and future.

When it comes to health care, your employees expect the same convenience and quick access to care. That is why HMSA continually looks for new and innovative ways to use the latest online tools to improve access to quality care.

First in the nation

This year, your employees had the opportunity to be the first in the nation to connect with doctors via live Internet chat, email or phone through HMSA's Online Care. We received great response from your employees and others in the community who had quick, convenient access to HMSA participating providers 24 hours a day without the wait and hassle of making an appointment. Now, other health plans on the Mainland are making similar telemedicine initiatives available to their members. If your employees are not registered for Online Care, now is a good time to do so. HMSA is offering one Online Care session at no charge

during flu season. For details, visit hmsa.com/flu.

At your fingertips

When your employees register for My Account on hmsa.com, they will have access to health care services at their fingertips. This includes convenient, secure access to their health plan benefits, medical and drug claim statements, customer service information, and more. And HMSA's award-winning *Island Scene* magazine (www.islandscene.com) is also available online with updated health and wellness news and archived articles, recipes, and member information from past issues.

Also this year, your employees began accessing their Report to Member for prescription drugs online from the privacy of their home. Online RTMs allow better management of prescription drug records in one location, so paper files aren't necessary. Switching from paper to electronic reduces the need for paper, which helps the environment and contains costs.

Our new online prescription drug benefit tool starting in January will allow your employees to take greater personal responsibility for their health. They can compare drug prices, view drug information, and order prescription

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HMSA



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Working for a Healthier Hawaii

Route to:

Pres.	H.R. Dir.
Controller	Group Leader

Group Leader Update is published to help administer your HMSA health plans and to inform your employees about HMSA and community activities.

refills (if their health plan has a mail-order benefit) at the convenience of their computer.

As an added value to your company's health plan, HMSA will launch an electronic enrollment system next year that will allow online administration of your employees' health plan. Stay tuned for more details of this new initiative in the coming months.

Looking ahead

The new year signals changes in the health care industry. HMSA is poised to adapt to these changes as the Obama administration and Congress move closer to health care reform. As always, we will keep you informed of any changes that will affect the administration of your company's health plan.

We take the health and well-being of your employees very seriously. We believe that healthy employees help build healthy companies. Because we want you to succeed, HMSA will continually keep up with changing technology to allow greater access, convenience, and cost-effective approaches to quality health care for Hawaii's working people.

Mahalo for your continued partnership. We wish everyone a safe and happy holiday season, and look forward to working with you in the coming year.

Sincerely,



Robert P. Hiam

President and Chief Executive Officer

Prescription Drug Coordination of Benefits Changes

Currently, if your employees have a secondary HMSA drug plan, the secondary plan pays the copayment assessed by their primary drug plan. This system was created as a simple way to coordinate benefits between two drug plans.

Beginning Jan. 1, 2010, however, HMSA will coordinate benefits to limit the amount paid by your employees' secondary drug plan. The secondary plan will not pay more than it would have if it were their only plan. As a result, your employees may have to pay more out-of-pocket expenses for prescription drugs.

HMSA is making this change in the coordination of benefits between two drug plans to be consistent with national health care industry standards. It also helps us contain the rising cost of your employees' health plan.

Rising prescription drug costs affect us all. Your continued support is highly appreciated.

If you have any questions, please contact your HMSA representative.

Group Leader Workshops

HMSA conducts workshops covering:

- Choice Medical, HMSA's popular package of health care plans.
- Basic health care laws and how they may affect the administration of your health care program.
- Billing, enrollment and group maintenance procedures.
- HMSA's Online Care, which allows quick access to physicians and other health care providers online or by phone.

HMSA



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Working for a Healthier Hawaii

hmsa.com

(03) 4000-1593 12/09 fn

January 2010

Oahu

Date: Jan. 20, 2010
Time: 9 a.m. to Noon
Place: HMSA Center,
Multi-Purpose Room

**Registration deadline:
Jan. 13, 2010**

Kona

Date: Jan. 13, 2010
Time: 9:30 to 11:30 a.m.
Place: Kona Office

**Registration deadline:
Jan. 6, 2010**

Kauai

Date: Jan. 28, 2010
Time: 8:30 to 11 a.m.
Place: HMSA Conference Room

**Registration deadline:
Jan. 21, 2010**

To register for a group leader workshop, call the HMSA office on your island:

Oahu..... 948-6664
Big Island
Hilo..... 935-6993
Kailua-Kona..... 326-1940
Kauai 245-4299
Maui..... 871-2466