University of Virginia Health Plan
Important Guidelines

In order to make the best use of your health plan benefits, please review the following:

**General Guidelines**

- Participants in the University of Virginia (UVa) Health Plan who reside in areas served by the Southern Health Services (SHS) Provider Network will have the lowest copayments and coinsurance when they use SHS network providers. Those who reside outside these areas need to elect enrollment in the National Network by completing an Out-of-Area form available at UHR’s Office of Employee Benefits and following guidelines for that network.
- Should you choose to see a provider who does not participate in the appropriate network (medical, prescription, mental health, or dental), you will have higher out-of-pocket costs and may be required to file claims.
- If you have questions or need assistance, call Southern Health Services (SHS) Plan Services Department at 1-888-975-9557, Monday through Friday, 8:30 a.m. - 5:30 p.m.

**Network Provider Guidelines**

- You are not required to select a Network Primary Care Physician (PCP) to receive your benefits. However, a relationship with a PCP is important for wellness and general coordination of health care. Therefore, you are encouraged to establish a PCP relationship.
- You may receive medical care from any SHS physician or hospital. A list of participating providers can be found on the ‘Locate a Provider’ section of the SHS website at www.southernhealth.com at the HMO/POS Provider Search link. Select ‘Self Funded’ as your product. You may also call SHS at 1-866-975-9557 to ensure the provider you have chosen is participating.
- You do not need a referral to see a participating medical specialist in the SHS Network.
- You are required to obtain any necessary preauthorization for services received from non-participating providers. Call SHS’s Plan Services Department at 1-888-975-9557 prior to accessing services to determine whether preauthorization is necessary for that particular service.

**Prescription Benefits Guidelines**

- The Prescription Drug Program is administered by CVS Caremark and covers certain medically necessary prescription drugs dispensed by licensed pharmacies. It is a mandatory generic substitution program.
- You may receive prescriptions from any pharmacy in the United States. When you use CVS Caremark participating pharmacies and present your CVS Caremark ID card, the pharmacies agree to file claims on your behalf and accept the program allowance as payment in full minus any program deductibles and costsharing. A list of participating pharmacies can be found on CVS Caremark’s website at www.caremark.com or by calling CVS Caremark at 1-866-UVA-3707.
- The Formulary Drug List is available on CVS Caremark’s website or by calling CVS Caremark at 1-866-UVA-3707.
- Generic drug substitution is mandatory (Mandatory Generic) if the FDA has determined a generic to be equivalent to the brand product. If you choose to purchase a brand name medication when a generic equivalent is available, you must pay the cost difference between the brand name drug and the generic drug in addition to the brand name copayment.
- Prior authorization is required for some drugs, including most injectable medications. These are listed in the Formulary Drug List available on CVS Caremark’s website or by calling CVS Caremark at 1-866-UVA-3707. Please discuss needed prior authorizations with your physician.
- Injectables and Specialty Medications used at home, in the physician’s office, and in outpatient settings must be purchased through CVS Caremark Specialty Pharmacies. Call CVS Caremark to find out if your drug is on the specialty list. Patients with complex medical conditions should phone CaremarkConnect at
1-800-237-2767 to enroll with this specialty pharmacy, receive one-on-one support from a patient care coordinator, and have medications delivered directly to the patient’s home or physician’s office.

- Purchasing maintenance drugs through mail order saves you money. If you would like to use CVS Caremark’s mail order service, you will need to complete a mail order enrollment form and submit it with a new prescription from your doctor. CVS Caremark mail order envelopes are available at the UVA Benefits Division or by calling CVS Caremark at 1-866-UVA-3707.
- If you have any questions about Prescription Benefits or need mail order forms or a Formulary List, call CVS Caremark at 1-866-UVA-3707.

**Mental Health Benefits Guidelines**

- The MHNet Provider Network of mental health/substance abuse providers is available for use by UVa Health Plan participants. A list of participating providers can be found at [www.mhnet.com/UniversityOfVirginiaProviderSearch/tabid/373/Default.aspx](http://www.mhnet.com/UniversityOfVirginiaProviderSearch/tabid/373/Default.aspx).
- For coordination of mental health and substance abuse services, you and/or your provider may call the Southern Health Service Mental Health line (MHNet) at 1-800-975-8919.

**Dental Benefits Guidelines**

- The Dental Program is administered by United Concordia, Inc. and gives participants access to United Concordia’s Advantage Plus Network.
- You can receive dental care from any licensed dentist anywhere in the United States. When you use participating providers in the United Concordia Advantage Plus Network, the dentists agree to file claims on your behalf and accept program allowances as payment in full minus any program deductibles and copayments.
- Should you choose to see a provider not in the United Concordia Network, you will have higher out-of-pocket costs and may be required to file claims.
- A list of participating dentists can be found on the United Concordia website at [www.ucci.com](http://www.ucci.com). You may also call United Concordia Customer Service at 1-866-215-2354.

**Vision Benefits Guidelines**

- Under the UVa Health Plan, you may go directly to an EyeBenefits participating vision provider or vision center to receive discounts on routine eye exams, eyewear, LASIK procedures, Corneal Refractive Therapy (CRT), and mail order contact lenses. You also have direct access to the EPIC Hearing Service Plan and its discounts on hearing services and products.
- Call EyeBenefits Customer Service at 1-800-621-7900 or visit [www.eyebenefits.com](http://www.eyebenefits.com) for a list of participating vision providers.

**Wellness Program - Hoo’s Fit:**

- Features of the wellness program for participants in the UVa Health Plan include: Hoo’s Walking Program and national walking programs, Quit For Life Tobacco Cessation Program and Quitline, No Sweat Program, special pricing for Weight Watchers, and online resources for healthy eating and exercise. Spouses and dependents enrolled in the UVa Health Plan are also eligible to enroll in some of these activities.

**UVa Health Plan Guidelines**

- Participants with questions about the UVa Health Plan can contact the UVa Health Plan Ombudsman by email at healthplanombuds@virginia.edu or by phone at 1-434-924-4392.
- The Ombudsman is available to explain the UVa Health Plan policies and benefit coverages, investigate payment problems for claims submitted to the UVa Health Plan, listen to complaints and concerns about the health plan and facilitate the appeals process if necessary.

Effective 1/1/10