

HEALTH BENEFITS E-NEWS

*Department of Human Resource Management
Office of Health Benefits*

June 3, 2016

Anthem and Patient First Reach Agreement

Patient First and Anthem have announced an agreement regarding acceptance of NEW patients who are Anthem members. Effective immediately, Patient First will accept ALL patients covered by Anthem plans, including members in the state COVA Care and COVA HDHP plans.

Four months ago, Patient First had notified existing patients with Anthem coverage that it would no longer accept new patients who were covered by Anthem.

Please refer employees who have questions to Anthem at 1-800-552-2682.

Reminder: Be Sure to Update Your Agency Contact Information

Important health benefits communications and materials are sent from the Office of Health Benefits throughout the year. Remember that BES transaction PSB100 is available for each Agency/Group to view and update their Contacts Database information. In general, PSB100 transactions keyed by the end of the month will be reflected in the database for the following month. **If your contact name(s), mailing or shipping address, telephone number, e-mail address or fax number have changed, please be sure to use this transaction to provide the updated information.**

- **Required Contacts:** Each Agency/Group must have a primary Benefits Administrator contact (**Benefits1**). The **Benefits1** contact receives communications from the OHB Communications Manager, health benefits notices from EmployeeDirect, and is shipped bulk materials such as member handbooks for distribution to employees. The **Benefits1** contact information must include a mailing address, shipping address, phone number, fax number, and e-mail address.
- **Other Optional Contacts:** Three additional contacts are optional in the Contacts Database – those for **Benefits2, Payroll1** and **Payroll2**.
 - **Benefits2** – This secondary benefits contact receives only e-mails from the OHB Communications Manager in order to stay informed on health benefits news and issues.
 - **Payroll1** – This primary payroll contact receives inquiries related to health benefits payroll issues.
 - **Payroll2** – This secondary payroll contact also receives inquiries related to health benefits payroll issues.

It is your responsibility to forward applicable communications to others within your agency who require information on health benefits.

Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at ohb@dhrm.virginia.gov.