

TABLE OF CONTENTS

PAGE

GENERAL INFORMATION

- 1. Who should use this booklet?C-5
- 2. Who is eligible for Wisconsin Public Employers' Group Health Insurance?C-5
- 3. Where can I get more information?C-5
- 4. Privacy of Social Security NumbersC-6

HEALTH INSURANCE COMPLAINT PROCESS

- 5. What if I have a complaint about my health plan or Pharmacy Benefit Manager?C-6
- 6. How can the Department of Employee Trust Funds help me if I disagree with plan's grievance decision?.....C-6

ENROLLING FOR COVERAGE

INITIAL ENROLLMENT

- 7. What steps do I follow to enroll as a new employee? C-7
- 8. What if I miss my enrollment opportunity? C-7
- 9. Important Notice For Less Than Half-Time Employees C-8

OTHER ENROLLMENT INFORMATION

- 10. What if I lose other coverage?C-8
- 11. When and how must I notify my health plan of various changes?C-9
- 12. How are my health benefits affected by changes in employment status?.....C-9

DUAL-CHOICE ENROLLMENT See changing Health Plans

SINGLE/FAMILY ELIGIBILITY

SINGLE VS. FAMILY COVERAGE

- 13. When can I change from single to family coverage without restrictions?C-11
- 14. When can I change from family to single coverage?C-12
- 15. What if I am a single mother or a father establishing paternity?C-12
- 16. What if my spouse and I work for the same employer?C-12
- 17. What family changes need to be reported?C-12
- 18. What action do I need to take for the following personal events (marriage, birth, etc.)?C-13

DEPENDENT CHILDREN

- 19. Who is eligible as a dependent?C-15
- 20. What if I don't have custody of my children?C-16
- 21. What if I have a child who is, or who becomes, physically or mentally disabled?C-16
- 22. What does full-time student mean?C-17
- 23. How is student status monitored for covered dependents?C-17
- 24. Will an HMO cover dependent children who are living away from home?C-17
- 25. When does health coverage terminate for dependents?C-17

SELECTING A HEALTH PLAN

26. How do I select a health plan?See chart on Page iii
27. What types of health plans are available? C-18
28. Which plans are actually available to me? C-19
29. Are there differences between alternate health care plans? C-19
30. Can family members have different health plans from the subscriber?..... C-20
31. What if I have covered dependent children who live elsewhere or if I travel frequently? C-20
32. Will an HMO cover non-emergency care from physicians who are not affiliated with the plan? C-20

PROVIDER QUALITY INFORMATION

33. Why is ETF including information about Leapfrog, CheckPoint and Wisconsin Collaborative for Healthcare Quality in the *It's Your Choice* book?..... C-20
34. What is Leapfrog? C-21
35. What is CheckPoint?..... C-21
36. Why are some hospitals noted with check marks and some hospitals and plans marked with frog symbols on the Plan Description pages? C-21
37. Are there other resources available to consumers for information on provider safety and quality? C-21

PROVIDER INFORMATION

38. How can I get a listing of the physicians participating in each plan? C-22
39. What is a primary provider? C-22
40. How do I choose a primary provider or pharmacy who's right for me? C-22
41. Can I change primary physicians within my HMO? C-22
42. If my physician or other health care professionals are listed with an HMO, can I continue seeing him or her if I enroll in that HMO? C-23
43. What happens if my provider leaves the plan midyear? C-23
44. What if I need medical care that my primary physician cannot provide? C-23

PREMIUM CONTRIBUTION

45. How are health premium contributions determined? C-23
46. What is a "Qualified Plan?" C-24
47. Does a plan with a higher premium offer more benefits? C-24
48. How often will premium rates change? C-24
49. How do I pay my portion of the premium? C-24

CHANGING HEALTH PLANS

DUAL-CHOICE ENROLLMENT

50. What does Dual-Choice mean? C-25
51. When is a coverage change made during Dual-Choice effective? C-25
52. Is the Dual-Choice Enrollment available to everyone? C-25
53. May I change from single to family coverage during Dual-Choice? C-26
54. How do I change plans during Dual-Choice? C-26
55. What if I change my mind about the plan I selected during Dual-Choice? C-26

CHANGING HEALTH PLANS

56. Can I change from one plan to another during the year? C-26
57. If I change plans, what happens to any benefit maximums that may apply to services I've received? C-27
58. If I leave a plan and later re-enroll in that plan, does my lifetime benefit maximum start over? C-27
59. What if I have a temporary or permanent move from the service area? C-27
60. What if I change plans but am hospitalized before the date the new coverage becomes effective and am confined as an inpatient on the date the change occurs (such as January 1)? C-27

BENEFITS AND SERVICES

- 61. How do I receive health care benefits and services?C-28
- 62. How do I file claims?C-28
- 63. How are my benefits coordinated with other health insurance coverage?C-28

MEDICARE INCLUDING PART D

- 64. When must I apply for Medicare?C-28
- 65. What is Medicare Part D?C-29
- 66. How does Medicare Part D affect my prescription drug coverage?C-29
- 67. Should I enroll in a Part D Prescription Drug Plan?C-29

PHARMACY BENEFIT MANAGER

- 68. What is a Pharmacy Benefit Manager (PBM)?C-29
- 69. What is a drug formulary, how is it developed, and how will I know if my prescription drug is on it? .C-30
- 70. How does a three-level drug co-payment system work?C-30
- 71. Will I have to use a different ID card when I go to the pharmacy?C-30

Health Insurance Complaint ProcessSee General Information

TERMINATION/LEAVING YOUR HEALTH PLAN

CANCELLATION/TERMINATION OF COVERAGE

- 72. How do I cancel coverage and how might this impact me if I later re-enroll?C-30
- 73. When can an employee’s health insurance coverage be terminated?C-31
- 74. What if my employer terminates participation under the Wisconsin Public Employers’ Group Health Insurance Program?C-31

Termination of health coverage for dependents See Question 25

CONTINUATION OF HEALTH COVERAGE

- 75. Who is eligible for continuation?C-32
- 76. When do I notify my employer if a dependent loses eligibility for coverage?C-32
- 77. Does my coverage change under continuation?C-32
- 78. Will my premium change under continuation?C-32
- 79. How do I cancel continuation coverage?C-32
- 80. When is conversion coverage available?C-32
- 81. How is my continuation coverage affected if I move from the service area?.....C-33

RE-EMPLOYMENT OF ANNUITANTS

- 82. How are my health benefits affected by my return to work (for an employer not under the WRS)?C-33
- 83. How are my health benefits and premiums affected by my return to work (for an employer who is under the WRS)?C-33

GENERAL INFORMATION

1. Who should use this booklet?

- All insured health plan subscribers, both active and retired, should use this booklet throughout the year as a reference. The Uniform Benefits (Section D) is the benefits certificate for those enrolled in alternate health plans (that is, other than the Standard or SMP plans).
- New employees who are selecting a health insurance plan for the first time.
- Currently-insured employees who, during the October Dual-Choice Enrollment period, are changing to a different plan for the following calendar year.
- Currently-insured employees who wish to change from single to family coverage without incurring waiting periods or exclusions for pre-existing conditions. This is generally possible only during the Dual-Choice Enrollment period.
- COBRA continuants. Those individuals who are covered for a maximum of 36 months following a qualifying event as defined in the Consolidated Omnibus Reconciliation Act of 1986 (COBRA).

2. Who is eligible for Wisconsin Public Employers' Group Health Insurance?

Information about the Wisconsin Public Employers' Group Health (WPE) Insurance program in this booklet applies to the following individuals whose employer has elected this coverage:

- Active employees participating in the Wisconsin Retirement System (WRS).
- Retired employees who are receiving an annuity from the WRS (including a lump sum or disability annuity) and who were participants in the employer's preceding group health plan.
- Insured employees who terminate employment after age 55 (age 50 for protectives) and who have 20 years of creditable service.

3. Where can I get more information?

Health Plans and Pharmacy Benefit Manager (PBM)

The best source of information regarding benefits and services is from the plans themselves. You should ask that they provide written clarification on specific benefit questions. **See the inside back cover for the addresses and telephone numbers of available plans.**

The Uniform Benefits, found in Section D, is the benefits certificate for those enrolled in alternate health plans (but not the Standard Plan).

All participating plans have descriptive brochures. These brochures are available by contacting the plans directly. Prior to Dual-Choice each year, many plans will mail new brochures directly to your home.

Benefits/Payroll/Personnel Offices

Questions regarding eligibility and enrollment, including requests for applications, should be directed to your benefits/payroll/personnel office. They can answer general questions about the health insurance program or can tell you the time and place of any benefits sessions or orientations. **In addition, contact that office to report changes in your subscriber information, family status or primary provider.**

Department of Employee Trust Funds

If you are retired or have terminated and your employer is not paying your health insurance premium, contact us.

4. Privacy of Social Security Numbers

Social Security numbers are a common form of member/patient identification. If you prefer that your ID number be different from your Social Security number, you may request that your plan assign a different number to you. This call should be done prior to the first of the year when new cards are issued. Some plans may require you to submit your request in writing. Please note that your Pharmacy Benefit Manager (PBM) ID number will not be your social security number.

Another method to follow, if you have your Social Security number memorized, is to black it out on your ID card and verbally inform your provider of it upon request.

HEALTH INSURANCE COMPLAINT PROCESS

5. What if I have a complaint about my health plan or Pharmacy Benefit Manager?

Each of the plans participating in the State of Wisconsin health insurance program is required to have a complaint and grievance resolution procedure in place to help resolve participants' problems. Your plan has information on how to initiate this process. You must exhaust all of your appeal rights through the plan. If the plan upholds its denial, it will state in its final decision letter your options if you wish to proceed further.

Depending on the nature of your complaint, you may be given rights to request an independent review through an outside organization approved by the Office of the Commissioner of Insurance. This option becomes available when a plan has denied services as either not medically necessary or experimental. **It is important to note that if you choose to have an independent review organization (IRO) review the plan's decision, that decision is binding on both you and your plan and you have no further rights to a review through the Department of Employee Trust Funds.**

6. How can the Department of Employee Trust Funds help me if I disagree with my health plan's grievance decision?

As a member of the State of Wisconsin group health insurance program, you have the right to request an administrative review through ETF if an IRO has not rendered a decision on your grievance. To initiate an ETF review, you may call or send a letter to ETF and request an insurance complaint form (ET-2405). Complete the ETF complaint form and attach all pertinent documentation, including the plan's response to your grievance.

Please note that the ETF's review will not be initiated until you have completed the grievance process available to you through the plan. After your complaint is received, your complaint is acknowledged and information is obtained from the plan. An ombudsperson in the Quality Assurance Services Bureau will review and investigate your complaint and attempt to resolve your dispute with your plan. If the ombudsperson is unable to resolve your complaint in your favor, you will be notified of additional administrative review rights available through the Department.

If you have a dispute with your plan, and have questions concerning the review options available to you, feel free to contact ETF and request to speak with an ombudsperson.

ENROLLING FOR COVERAGE

INITIAL ENROLLMENT

7. What steps do I follow to enroll as a new employee?

- Carefully read the information provided in this booklet.
- Determine which plans have providers in your area.
- Compare plans that interest you. Review and compare the **Health Plan Report Cards** in Section E and the **Plan Descriptions** in Section G.
- Compare premiums for the plans that interest you.
- Contact plans directly for information regarding available physicians, medical facilities, and services.
- File a health application with your benefits/payroll/personnel office within the required enrollment period.

When you begin employment, contact your personnel or payroll office for health enrollment information and an application. If eligible, you may enroll for single or family coverage in any of the available health plans without restriction or waiting periods for pre-existing medical conditions provided you enroll within your initial enrollment period as follows:

- Within 30 days of your date of hire (to be effective on the first day of the month on or following receipt of the application by your employer).

OR

- Within 30 days prior to the date the employer contributes to the premium, with coverage becoming effective when you become eligible for employer contribution.

NOTE: THERE ARE NO INTERIM EFFECTIVE DATES except as required by law!!

However, you may enroll for single coverage within 30 days of your date of hire and then change to family coverage if your application is received prior to the date the employer contribution begins.

If you cancel your policy prior to the date that the employer contribution starts, you may re-enroll in health insurance with the new coverage becoming effective on the first day of the month that employer contribution begins.

You cannot assume that the month when your first payroll deduction occurs is the month when your coverage begins. Health premiums are deducted in advance of coverage. For further information on deductions and coverage effective dates contact your benefits/payroll/personnel office.

8. What if I miss my enrollment opportunity?

If you do not enroll during your enrollment period and you are eligible as an employee, **you may still get health insurance coverage.** However, you (and your insured spouse and/or dependents if you elect family coverage) will be limited to the Standard Plan and will have a 180-day waiting period for all pre-existing medical conditions, except pregnancy. The waiting period applies to all conditions which existed prior to the effective date of coverage under the Standard Plan, including all hospital confinements or inpatient charges related to pre-existing conditions for which confinement begins within the 180-day waiting period. For

example, if hospital confinement for a pre-existing heart condition begins on the 170th day of the waiting period and ends on the 200th day, none of the costs associated with the confinement would be covered. The waiting period does not apply to pregnancy terminated without childbirth. (See **Question 10: What if I lose other coverage?** for exceptions.) If you have retired from a local WRS employer, see **Question 71: How do I cancel coverage and how might this impact me if I later re-enroll?**

9. Important Notice For Less Than Half-Time Employees

The initial enrollment opportunity for most employees begins with their participation under the Wisconsin Retirement System (WRS). However, if you are a less than half-time employee, you have another enrollment period when:

- There has been a 30-day termination of employment break; or
- Your hours of employment increase and you qualify for a higher share of employer contribution toward health insurance premiums; or
- You are appointed to a permanent position and you first qualify for the full share of employer contributions.

If you apply for coverage within 30 days of one of these events, coverage will be effective on the later of the first of the month following the employer's receipt of the application or the effective date of the increase in the employer contribution. Retroactive effective dates are not allowed. This does not provide an opportunity to change from single to family coverage.

You may enroll at any other time, but will be restricted to the Standard Plan with a 180-day waiting period for pre-existing conditions.

OTHER ENROLLMENT INFORMATION

10. What if I lose other coverage?

If you are an **active employee** and you and/or your dependent(s) are not insured under the Wisconsin Public Employers' Group Health Insurance program because of being insured under a group health insurance plan elsewhere, and eligibility for that coverage is lost or the employer's premium contribution for the other plan ends, you may take advantage of a **special 30-day enrollment period** to become insured in the Wisconsin Public Employers' Group Health Insurance program without waiting periods for pre-existing conditions, if otherwise eligible.

This enrollment opportunity is also available to employees and/or dependents who lose medical coverage:

- Under medical assistance (Medicaid); or
- Upon return from active military service with the armed forces. Employees must return to employment within 180 days of release from active duty. You are entitled to enroll regardless of the coverage in effect. Coverage is effective on the date of your re-employment; or
- As a citizen of a country with national health care coverage comparable to the Standard Plan.

The enrollment period begins on the date the other group health insurance coverage terminates because of loss of eligibility (for example, termination of employment, divorce, etc., but not voluntary cancellation of coverage) or the employer's premium contribution ends. If you are currently enrolled and need to change from single to family coverage, at

least one eligible family member must have lost the other coverage in order to qualify.

To enroll, submit a health insurance application form and other information documenting your loss of coverage or loss of employer's contribution to your benefits/payroll/personnel office within 60 days of the date the other coverage or the employer's premium contribution ended. Coverage will be effective on the date the other coverage or the employer's premium contribution ends.

HIPAA (Health Insurance Portability and Accountability Act) also allows a special enrollment when an employee or dependent is eligible but not enrolled and there is a marriage or a birth, adoption or placement for adoption. By contract if coverage is elected within 30 days of a marriage or 60 days of the other event, coverage is effective on the date of birth, adoption, placement for adoption, or marriage.

If you do not enroll during these special enrollment opportunities, your coverage will be limited to the Standard Plan with a 180-day waiting period for pre-existing conditions.

11. When and how must I notify my health plan of various changes?

Always file the approved forms through your employer to notify your plan of changes. Failure to report changes on time may result in loss of benefits or delay payment of claims.

There are two types of changes, which require a *Health Insurance Application* (ET-2301).

1. Change in plan (for example, from HMO to Standard Plan)
2. Change in plan coverage (for example, from Single to Family)

All changes in coverage are accomplished by completing an approved application within 30 days after the change occurs.

Other changes can be accomplished by submitting a *Health Insurance Information Change* form (ET-2329). These other changes would include:

- Name change
- Change of address or telephone number
- Addition/deletion of a dependent to an existing family plan
- Changing primary physicians within an HMO network

See also **Question 17: What family changes need to be reported?**

12. How are my health benefits affected by changes in employment status?

Layoff/Leave of Absence

Continuation of Coverage. Coverage may be continued for up to three years while you remain in employee status but receive no salary (limited to layoff or approved leave of absence). Arrangements for premium payment must be made with your personnel or payroll office prior to the time the layoff/leave of absence begins. A leave of absence is not considered ended until you have terminated employment or have resumed employment for at least 50% of what is considered your normal work time for that employer for 30 consecutive calendar days.

If coverage is not continued during layoff/leave of absence, there are no continuation rights if employment terminates.

Reinstatement of Coverage. If your health coverage lapses during your leave or layoff due to non-payment of premiums, you must submit a new application within 30 days of returning to payroll to reinstate the lapsed coverage. Coverage will be effective the first of the month after the application is received by your payroll office. If a Dual-Choice Enrollment period has occurred while you were on leave, you will be offered a Dual-Choice opportunity upon your Return. (See also **Question 8: What if I miss my enrollment opportunity?**)

Lapsed coverage can also be reinstated for an employee who has been on a leave of absence and who is entitled to, and applies for, an immediate annuity. Coverage shall be effective the first day of the calendar month which occurs on or after the date the annuity application is approved by Employee Trust Funds, provided an application for health insurance has been received by that date.

Seasonal or Teaching Positions. If you occupy a seasonal or teaching position and do not receive pay between the end of one term of service and the beginning of another, your coverage may continue if you authorize a payroll deduction before your earnings are interrupted or make other provisions to pay premiums in advance.

Termination of Employment

Coverage will end on the last day for which premiums are paid. (See **CONTINUATION OF HEALTH COVERAGE.**)

Appealing a Discharge

Coverage may be continued if you have terminated from employment and are appealing discharge. The first premium payment and the appeal must both be filed within 30 days of discharge. Premium payments must be made through your employer and be received at least 30 days prior to the end of the period for which premiums were previously paid. You must pay the gross amount of premium due until the appeal is resolved. If the appeal is resolved in your favor, the amount normally considered employer contribution will be refunded to you.

Retirement

If you are covered when you retire, the health benefit plan will automatically continue if your retirement annuity from the WRS begins within 30 days after employment ends. If you are eligible for Medicare, effective dates must be provided before coverage continues. (Those enrolled in SMP will be switched to the Standard Plan if Medicare eligible.) You must fill out the employer verification form and return it with your retirement application.

NOTE: If you are eligible for coverage under the federal Medicare program and you are retired, you must be enrolled in that program. If you do not enroll for all available portions of Medicare (A, B, and D) upon retirement, you may be liable for the portion of your claims that Medicare would have paid on the date Medicare coverage would have become effective. Please note, for 2007 Medicare D is provided through Dean Health Insurance (DHI). Your Medicare Health Insurance Claim (HIC) number and Parts A & B effective dates must be provided to DHI before they can enroll you in Part D. In most

cases, ETF will collect this information two to three months in advance of your 65th birthday. ETF will provide it to DHI with the Medicare certification form (ET-4711). **If you do not receive the Medicare certification form at least one month before your 65th birthday please contact ETF.** If you are enrolled as an active employee these requirements to enroll for Medicare coverage are deferred for you and your dependents if you are insured as an active employee until the termination of your WPE employment.

Premium rates for retired employees are the same as for the active employees (except that your premium will decrease when you or a dependent becomes covered by Medicare). The employer may, at its option, pay all or a portion of the premium. If any portion of the premium is employer-paid, you must remit your portion of the premium directly to the former employer. If/when your employer does not pay any portion of the premium, the premium will be deducted from your monthly annuity. If the annuity is not sufficient to allow a premium deduction, you will be billed directly.

SINGLE/FAMILY ELIGIBILITY

SINGLE VS. FAMILY COVERAGE

Single coverage covers you only. Family coverage covers you, your spouse, and your unmarried dependent children, stepchildren, and legal wards. All eligible dependents are covered without exception under a family contract. Subscribers cannot choose to exclude certain eligible individuals from coverage. Your grandchildren may be covered if the parent is your unmarried dependent and under age 18. Upon request, you must provide official documentation of dependent eligibility. No other relatives (for example, parents, grandparents, etc.) or domestic partners may be covered under a family contract.

13. When can I change from single to family coverage without restrictions?

You may change from single to family coverage during the Dual-Choice Enrollment period with family coverage becoming effective on the following January 1. In addition, coverage may be changed from single to family coverage without restrictions if an application is received by your benefits/payroll/personnel office within **30** days of the following events:

- Marriage
- Birth or adoption of a child (application must be submitted with 60 days of the event - pre-existing limitations do not apply for such dependents when added in a timely manner)
- A single father declaring paternity. Children born outside of marriage become DEPENDENTS of the father on the date of the court order declaring paternity or on the date the acknowledgement of paternity is filed with the Department of Health and Family Services or equivalent if the birth was outside the state of Wisconsin. The EFFECTIVE DATE of coverage will be the date of birth if a statement of paternity is filed within 60 days of the birth.
- An unmarried parent whose only eligible child resumes full-time student status or becomes disabled (as defined in Uniform Benefits) and thus is again an eligible dependent.
- Any eligible dependents lose eligibility for other medical coverage. (See **Question 10: What if I lose other coverage?**)

- Upon order of a Federal Court under a National Medical Support Notice. This can occur when a parent has been ordered to insure His/her eligible child(ren) who are not currently covered.

Coverage becomes effective on the date of the event (for example, date of birth, marriage, etc.) All eligible dependents will then be covered.

If the application is not received during Dual-Choice or within 30 days of the above events (60 days for birth or adoption), or if you wish to change from single to family coverage for any other reason (for example, custody of children is transferred after a divorce), you may still change from single to family coverage. However, you are limited to coverage under the Standard Plan until you are able to select a different plan during a subsequent Dual-Choice Enrollment period. A 180-day waiting period for coverage of pre-existing medical conditions (except pregnancy) will apply to a newly added spouse and dependents. The waiting period for pre-existing conditions will also apply to you (the subscriber) unless you are enrolled in the Standard Plan at the time of the change to family coverage. The waiting period does not apply to children born or adopted after the effective date of coverage change.

14. When can I change from family to single coverage?

You may change from family to single coverage at any time with the change being effective on the first day of the month on or following receipt of your application by your benefits/payroll/personnel office.

Switching from family to single coverage is deemed to be a voluntary cancellation of coverage for all covered dependents. Voluntary Cancellation is not considered a "qualifying event" for continuation coverage.

15. What if I am a single mother or a father establishing paternity?

An insured single parent may cover his or her dependent child Effective with the child's birth or adoption by submitting a timely Application changing from single to family coverage.

Children born outside of marriage become dependents of the father on the date of the court order declaring paternity or on the date the "Voluntary Paternity Acknowledgment" (form HCF 5024) is filed with the Department of Health and Family Services or equivalent if the birth was outside the state of Wisconsin. The effective date of coverage will be the date of birth if a statement of paternity is filed within **60** days of the birth.

A single mother may cover the child under her health plan effective with the birth by submitting an application changing from single to family coverage.

16. What if my spouse and I work for the same employer?

Your employer may determine whether married employees may each elect single or family coverage or if they are eligible only for family coverage through one of the spouses.

17. What family changes need to be reported?

You need to report the following changes to your benefits/payroll/personnel office or Employee Trust Funds (for continuants and retirees) within 30 days of the change. Failure to report changes on time may result in loss of benefits or delay payment of claims.

- Change of name, address, telephone number, and Social Security number, etc.
- Obtaining or losing other health insurance coverage

- Addition of a dependent (within 60 days of birth or adoption)
- Loss of dependent's eligibility
- Marriage
- Divorce
- Death
- Eligibility for Medicare

18. What action do I need to take for the following personal events (marriage, birth, etc.)?

Marriage

You can change from single to family coverage to include your spouse (and stepchildren if applicable) without restriction provided you submit your application within 30 days after your marriage with family coverage being effective on the date of your marriage.

If you were enrolled in family coverage before your marriage, you need to complete a *Health Insurance Information Change* form as soon as possible to report your change in marital status, add your new spouse (and stepchildren) to the coverage, and if applicable, change your name. In most cases, coverage for a newly added dependent(s) will be effective as of the date of marriage.

Birth/Adoption/Dependent Becoming Eligible

If you already have family coverage, you need to submit a *Health Insurance Information Change* form to add the new dependent. Coverage is effective from the date of birth, adoption, or legal guardianship; or when a dependent age 25 or younger becomes a full-time student and otherwise satisfies the dependency Requirements. Be prepared to submit documentation of guardianship, paternity, or other information as requested by your employer.

If you have single coverage, you can change to family coverage by submitting an application within 30 days of the date a dependent becomes eligible or within 60 days of birth or adoption.

If you are a father first declaring paternity, there may be a different effective date. (See **Question 15: What if I am a single mother or a father establishing paternity?**)

Divorce

Your ex-spouse (and stepchildren) can remain covered under your family plan only until the end of the month in which the divorce is entered or the end of the month in which the continuation notice (ET-2311) is provided to the divorced spouse, whichever is later. (In Wisconsin, a legal separation is unlike divorce in that it does not affect coverage under the State group health insurance program.) The divorce is usually entered on the hearing date regardless of when the judge files papers or papers are signed by the parties. You should notify your payroll office prior to the divorce hearing date. If you fail to provide notice of divorce timely, you may be responsible for premiums paid in error which covered your ineligible ex-spouse and stepchildren. Your ex-spouse and stepchildren are then eligible to continue coverage under a separate contract with the group plan for 36 additional months. Conversion coverage would then be available. You can keep your dependent children and adopted stepchildren on your family plan for as long as they are eligible (age, student status, etc.). (See also **CONTINUATION OF HEALTH COVERAGE** for additional information.)

You must file a health application with your employer to change from family to single coverage. File a *Health Insurance Information Change* form with your employer to remove ineligible dependents from a family contract.

When both parties in the divorce are employees or annuitants, of the same employer and each party is eligible for this health insurance in his or her own right, and is insured under this program at the time of the divorce, each retains the right to continue this health insurance coverage regardless of the divorce (unless the employer withdraws from this program).

The participant who is the subscriber of the insurance coverage at the time of the divorce must submit a health application to remove the ex-spouse from his or her coverage and may also elect to change to single coverage.

The participant insured as a dependent under his or her ex-spouse's insurance must submit a health application to establish coverage in his or her own name. The ex-spouse must continue coverage with the same plan unless he or she moves out of the service area (e.g. county). The application must be received by his or her benefits/payroll/personnel office within 30 days of the date of the divorce. Failure of active employees to apply timely will limit available coverage to the Standard Plan with a 180-day waiting day period for pre-existing medical conditions (except pregnancy). Annuitants who do not enroll within 30 days of the date of divorce have no enrollment or continuation rights. (See **Question 8: What if I miss my enrollment opportunity?**)

Each participant may cover any eligible dependent children (not former stepchildren) under a family contract. Coverage of the same dependents by both parents would be subject to Coordination of Benefits provisions. Refer to the

UNIFORM BENEFITS in Section D (your plan benefit certificate) or contact your health plan directly for information on Coordination of Benefits policies and procedures.

Medicare Eligibility

Active Employees. The requirement to enroll for Medicare Part B coverage is deferred for active employees and their dependents until the subscriber's termination of the WRS-covered employment through which active employee coverage is being provided. Coverage as offered by any of the plans is the same for everyone regardless of age or Medicare eligibility.

Employees who are eligible for Medicare by reason of age or disability who would rather have Medicare as primary coverage may do so by simply discontinuing group coverage. The federal government requires us to inform you that you may drop your group coverage in order to obtain Medicare as primary coverage, however, that action is probably not in your best interest.

Retired Employees. If you and/or your insured dependents are eligible for coverage under the federal Medicare program and you are retired, you must immediately enroll in Parts A, B, and D of Medicare. ETF does not collect your Medicare premium. That is

handled by Social Security.

IF YOU DO NOT ENROLL FOR ALL AVAILABLE PORTIONS OF MEDICARE UPON RETIREMENT, YOU MAY BE LIABLE FOR THE PORTION OF YOUR CLAIMS THAT MEDICARE WOULD HAVE PAID ON THE DATE MEDICARE COVERAGE WOULD HAVE BECOME EFFECTIVE. YOU MAY ALSO BE SUBJECT TO A PENALTY FROM MEDICARE IF YOU DELAY ENROLLMENT IN A MEDICARE PART D PRESCRIPTION DRUG PROGRAM.

However, if you or your insured spouse is an active employee under a non-state group plan, enrollment in Medicare may be deferred until retirement from that job. The reduced Medicare rates will not apply unless coverage as an active employee ceases.

Because all plans have coverage options, which are coordinated with Medicare, you will remain covered by the plan you selected after you are enrolled in Medicare. Your benefits will not change; the plan will simply not duplicate benefits paid by Medicare, including prescription drugs. (See **Question 27: What types of health plans are available?** Medicare Coordinated Plans; **Question 66: How does Medicare Part D affect my prescription drug coverage?**; and **Question 67: Should I enroll in a Part D Prescription Drug Plan?**)

Death

Surviving Spouse/Dependents. If an active or retired employee with family coverage dies, the surviving insured spouse and insured dependent(s) who are enrolled at the time of death may continue coverage at group rates for as long as the former employer remains participating in this program. The dependents may continue coverage until eligibility ceases. An enrollment application for continuation of single or family coverage must be filed with Employee Trust Funds within 90 days after the death occurs. The new contract is effective the first of the month following the date of death.

If the surviving dependent(s) terminates coverage for any reason he or she may not re-enroll later.

If single coverage is in force at the time of death, the full monthly premiums collected for coverage months following the date of death will be refunded. No partial month's premium is refunded for the month of coverage in which the death occurred. Surviving dependents are not eligible for coverage.

DEPENDENT CHILDREN

19. Who is eligible as a dependent?

If you select family coverage, your eligible dependents are your spouse and unmarried children. Unmarried children are eligible for coverage to the end of the year in which they turn age 19 or age 25 if they are full-time students and are dependent upon you and/or the other parent for at least 50% of their support, meet the support tests as a dependent for federal income tax purposes (whether or not the dependent is claimed) and are: (see **Question 25: When does health coverage terminate for dependents?**)

- Your natural children
- Adopted children and pre-adoption placements. Coverage will be effective on the date that a court makes a final order granting adoption by the subscriber or on the date the child is placed for adoption with the subscriber, whichever occurs first. These dates are

defined by Wis. Stat. § 632.896. If the adoption is not finalized, the insurer may terminate the child's coverage when the adoptive placement ends.

- Legal wards who became permanent wards of the subscriber before age 19. Coverage will be effective on the date that a court awards permanent guardianship for the subscriber.
- Stepchildren
- Grandchildren born to insured dependent children may be covered until the end of the month in which your insured dependent (your grandchild's parent) turns age 18. Your child's eligibility as a dependent is unaffected by the birth of the grandchild. The grandchild may be eligible for coverage as a continuant.

(See **CONTINUATION OF HEALTH COVERAGE.**)

20. What if I don't have custody of my children?

Even though custody of your children may have been transferred to the other parent, you may still insure the children if the other Dependency requirements are met. See **Question 15: What if I am a single mother or a father establishing paternity?**

21. What if I have a child who is, or who becomes physically or mentally disabled?

If your unmarried child has a physical or mental disability that is:

- Expected to be of long-continued or indefinite duration, and
- is incapable of self-support,

The age limits and student status requirements do not apply and he or she may be eligible to be covered under your health insurance through our program.

You must work with your health plan to determine if your child meets the eligibility criteria. If disabled dependent status is approved by the plan, you will be contacted annually to verify the dependent's continued eligibility. For adult children who become disabled, they must have been previously covered under the State of Wisconsin Group Insurance Program to be considered for disabled dependent status.

If your child loses eligibility for coverage due to age or loss of student status, but you are now indicating that the child meets the disabled dependent definition, eligibility as a disabled dependent must be established before coverage can be continued. If you are providing at least 50% support you must file a *Health Information Change* from (ET-2329) with your employer to initiate the disability review process by the health plan. Your dependent will be offered COBRA continuation*.

If your disabled dependent child, who has been covered due to disability, is determined by the health plan to no longer meet their disability criteria, the plan will notify you in writing of their decision. They will inform you of the effective date of cancellation, usually the first of the month following notification and your dependent will be offered COBRA continuation*. If you would like to appeal the plan's decision, you must first complete the plan's grievance procedure. If the plan continues to deny disabled dependent status for your child, you may appeal the plan's grievance decision to ETF by filing an Insurance Complaint form (ET-2405).

***Electing COBRA continuation** coverage should be considered while his or her eligibility is being verified. If it is determined that the individual is not eligible as a disabled dependent, there will not be another opportunity to elect COBRA. If it is later determined that the child was eligible for coverage as a disabled

22. What does full-time student mean?

dependent, coverage will be retroactive to the date they were last covered, and premiums paid for COBRA continuation coverage will be refunded.

Student means a person who is enrolled in and attending an accredited institution that provides a schedule of courses or classes and whose principal activity is the procurement of an education. Full-time status is defined by the institution in which the student is enrolled. A student is considered to be enrolled on the date that person is recognized as a full-time student by the institution (for example, the first day of classes). The determination of the date should be discussed with the institution. Student status includes any intervening vacation period if the child continues to be a full-time student. It **does not include** on-the-job training courses, correspondence courses, intersession courses (for example courses during winter breaks), night school and student commitments after the semester ends such as student teaching. You will be required to verify your dependent's eligibility annually.

23. How is student status monitored for covered dependents?

If there are full-time students over age 19 covered under a family plan, the plan will annually send a questionnaire to the insured, which asks where the students are attending school and the anticipated date of graduation. **If the questionnaire is not completed and returned, the plan may delete the student(s) from the contract as of December 31st. Medical and prescription drug claims will reject after the termination date.** If terminated in error, students can be reinstated with documentation of student status including a *Health Insurance Information Change* form (ET-2329). Charges for services rendered during the period of termination would then be covered. However, it is required that you to notify your benefits/payroll/personnel office (for annuitants, notify ETF) if student status terminates. Failure to do so may result in the loss of continuation rights.

24. Will an HMO cover dependent children who are living away from home?

Only if the HMO offers services in the community in which the child resides. Emergency or urgent care services are covered wherever they occur. However, non-emergency treatment must be received at a facility approved by the HMO. Outpatient mental health services and treatment of alcohol or drug abuse may be covered. Refer to the **UNIFORM BENEFITS** Section D. Contact your HMO for more information.

25. When does health coverage terminate for dependents?

Coverage for dependent children who are not physically or mentally disabled terminates on the earliest of the following dates:

- The end of the month in which the child marries.
- The end of the calendar year in which the child:
 1. Turns 19 while not a full-time student.
 2. Ceases to be a full-time student and is age 19 or older.
 3. Turns 25 while still a full-time student.
 4. Ceases to be dependent on either parent or guardian for support and maintenance.
- The date eligibility for coverage ends either for the dependent or the subscriber.

Coverage for dependent children under 25 who drop out of school during the second semester (January-May) and who have all or most of their tuition refunded, are not eligible for coverage for that year until they are enrolled and attending school again.

Coverage for the grandchild ends at the end of the month in which your child (parent of grandchild) ceases to be an eligible dependent, or becomes age 18, whichever occurs first. The grandchild is then eligible for continuation coverage.

Coverage for a spouse and stepchildren under your plan terminates at the end of the month in which the divorce was entered.

See section **CONTINUATION OF HEALTH COVERAGE** for additional information on continuing coverage after eligibility terminates.

SELECTING A HEALTH PLAN

26. How do I select a health plan?

See chart on Page iii.

27. What types of health plans are available?

The Wisconsin Public Employers' Group Health Insurance program consists of plans that fall into the following broad categories:

Self-Insured plans

The Standard Plan (administered by WPS Health Insurance is a fee-for-service indemnity plan which permits you and your eligible dependents to receive care from any qualified health-care provider anywhere in the world for treatment covered by the plan. You may be responsible for filing claims, and for finding the providers who can best meet your needs.

State Maintenance Plan (SMP)

This is another self-insured plan that is available in those counties that lack a qualified Health Maintenance Organization (HMO). Please note that SMP has physician, hospital and specialty networks and referral processes.

Health Maintenance Organizations (HMOs)

An HMO is an association of hospitals, physicians and other health professionals who contract or collectively agree to provide all medically necessary covered services to the HMO participants in return for a pre-paid fee. Each HMO offers service only in specific areas of the state. The HMO concept is not new. The State of Wisconsin has been offering HMOs for more than 15 years with almost 90% of current state employees electing coverage under an HMO plan. For many people, HMOs provide high quality care at a lower cost than the fee-for-service plans. However, HMOs are not for everyone.

All insured members of an HMO are expected to receive their health care only through physicians, health professionals, and hospitals affiliated with that HMO. **Don't expect to join an HMO and get a referral to a non-HMO physician.**

HMOs generally refer outside their networks only if they are unable to provide needed care within the HMO. **If you go to a non-HMO provider for non-emergency care without an approved referral, you will not be reimbursed by the HMO.** If you have questions regarding the availability of physicians, hospitals, or other medical professionals, you should contact the HMO directly.

Often HMOs will contract with several **Independent Physician Associations (IPAs)** for medical services. Generally, referrals between IPAs are restricted. Consequently, even though a physician may be listed as an HMO affiliate, that physician may not be readily available to you unless you have selected him or her as your primary care physician.

Preferred Provider Plan (PPP)

These are organizations which pay a specific level of benefits if certain providers are utilized, and a lesser amount for other providers. This arrangement can be attractive to persons who for the most part are comfortable with the plan's providers, but occasionally feel the need to utilize a particular specialist or need additional protection while traveling. Currently, Uniform Benefit PPPs are only available through Patient Choice.

Medicare Coordinated Plans

Since all participating health plans have coverage options which are coordinated with Medicare, you will remain covered by the plan you selected after you are enrolled in Medicare. (However, if you are enrolled in the SMP Plan coverage will be changed to the Standard Plan on the date you or one of your dependents become covered under Medicare.) Your health coverage will remain substantially the same as before Medicare coverage became effective, but the health plans are designed to supplement, not duplicate, the benefits you receive under Medicare. Because of this coordination with Medicare, your monthly premiums for health insurance will be less.

NOTE: ALL HMOs AND PATIENT CHOICE WILL OFFER UNIFORM BENEFITS WHEN SERVICES ARE PROVIDED IN-NETWORK EVEN IF NOT COVERED BY MEDICARE. SEE SECTION D ON UNIFORM BENEFITS IN THIS BOOKLET.

28. Which plans are actually available to me?

All health plans listed in this booklet are available to you, but of course some are more suitable because of the location of their providers. Since HMOs require you to seek non-emergency medical care from physicians, clinics, and hospitals associated with that HMO, you should consider the distance you will have to travel to receive care when making your selection. **See the map in the Premium Section A and the Plan Descriptions Section G of this booklet to see which plans serve your area.** Coverage under the Standard Plan is available worldwide. SMP is not available to retirees on their family members who have Medicare.

29. Are there differences between alternate health plans?

Alternate health plans (HMOs and Patient Choice's PPPs) are offered to help hold down health care costs and to give individuals some latitude in selecting their health care benefits. There is standardization in benefit levels and some areas such as the definition of eligible dependents and the determination of when coverage is effective. There are also distinct differences.

Uniform Benefits are intended to simplify the plan selection process for participants. However, in choosing an alternate plan, you should consider the following:

- Monthly premium amount and the employee's share of premiums, if any

- Quantity, quality and availability of participating health care providers
- Location and convenience of affiliated clinics, hospitals, emergency/urgent care centers and other medical facilities
- Dental coverage (if offered), including the location and availability of dental providers
- Requirements/restrictions on receiving a referral to another provider within or outside of the plan's provider network
- Other plan rules/restrictions/limitations covering such issues as:
 - changing primary care physicians
 - allowing covered family members to have primary care physicians from different clinics
 - receiving emergency/urgent care outside of the plan's service area

In addition, remember that Uniform Benefits does not mean that all plans will treat all illnesses or injuries in an identical manner. Treatment will vary depending on the needs of the patient, the methodologies employed by the physicians involved, and the managed care policies and procedures of the plan.

When considering an alternate health plan, do not hesitate to ask questions, especially if you have unique requirements or know you will be requiring medical care in the near future.

30. Can family members have different health plans from the subscriber?

No, family members are limited to the plan selected by the subscriber.

31. What if I have covered dependent children who live elsewhere or if I travel frequently?

While HMOs provide reimbursement for emergency care outside of their service areas, routine care must be received from the HMO's own physicians. Some HMOs also require that follow-up care after an emergency be received from a plan provider. A preferred provider plan such as Patient Choice or the Standard Plan allows you the flexibility to seek care outside a particular service area. Note that out of network or care system care is subject to higher deductible and coinsurance amounts. (See "Proof of Claim" in Uniform Benefits, Section D. VI., item I for information on submitting claims for non-plan providers.) See also Questions 24: Will an HMO cover dependent children who are living away from home?

32. Will an HMO cover non-emergency care from physicians who are not affiliated with the plan?

Most HMO plans will pay nothing when non-emergency treatment is provided by the physicians outside of the plan unless there is an authorized referral. Contact the plans directly regarding their policies on referrals.

33. Why is ETF including information about Leapfrog, CheckPoint and the Collaborative in the It's Your Choice book?

PROVIDER QUALITY INFORMATION

Wisconsin healthcare providers are demonstrating their willingness to share information with the public about the steps they are taking to improve the quality and safety of care for their patients. Medical errors result in over 98,000 preventable deaths each year, yet there is little information with which to compare and choose health care providers based on safety and quality. This information is a starting point to help us begin to assess healthcare options and to ask more informed

questions about what doctors and hospitals are doing to reduce medical errors and improve quality.

34. What is Leapfrog?



The ETF has endorsed a nationwide effort taking aim at improving the quality and safety of hospital care. The “Leapfrog” effort raises consumer awareness of four hospital safety practices or standards proven to reduce medical errors and save lives. At the same time, insurance program administrators (like the ETF) are publicly recognizing and rewarding their hospitals for voluntarily reporting their progress in fully adopting the standards. The three key standards urban hospitals have been asked to adopt are: Computerized Prescription Order Entry (CPOE); Intensive Care Unit Physician Staffing; and Evidence-Based Hospital Referral. Urban and rural hospitals have also been asked to complete a survey based on their efforts in adopting the 27 National Quality Forum safety practices called the Leapfrog Quality Index. These practices, if used universally in applicable clinical settings, would reduce risk of harm to patients. Provider progress on these measures is updated monthly with information available at http://www.leapfroggroup.org/consumer_intro.htm.

35. What is CheckPoint?



CheckPoint is a statewide program sponsored by the Wisconsin Hospital Association that reports results from Wisconsin hospitals who have agreed to share information about the quality and safety of health care services delivered to patients in their communities.

CheckPoint provides data on five error prevention measures and ten clinical interventions that medical experts agree should be taken to treat conditions such as heart attacks, heart failure and pneumonia; three of the most common causes of hospitalization.

Additional quality measures, as well as consumer-focused educational information, will be added to the CheckPoint program over time. Visit their web site for the most up-to-date information at www.wicheckpoint.org.

36. Why are some hospitals noted with check marks and some hospitals and plans marked with frog symbols on the Plan Description pages?

Hospitals who have completed the leapfrog and/or checkpoint surveys are noted with a frog and/or a check mark, to recognize them for reporting on their attainment, or work toward improvements in patient safety and quality.

ETF is also noting those plans who have written to their plan hospitals to educate them about Leapfrog, to request them to participate in these safety and quality initiatives.

37. Are there other resources available to consumers for information on provider safety and quality?



The Wisconsin Collaborative for Healthcare Quality web site links consumers to an extensive public report comparing the performance of Wisconsin providers on health care quality, safety and service performance and over 22 clinical interventions that medical experts agree should be taken to better treat heart attacks, heart failure, pneumonia and surgical infections.

By clicking on www.wchg.org, consumers will find information on such things as:

- Appointment wait times in clinics
- Clinical measures on how well patients with diabetic are managed
- Physician group results on how well they screen patients for colorectal, cervical, and breast cancers.

MedlinePlus contains health information from the world's largest medical library, the National Library of Medicine. Health professionals and consumers alike can depend on it for information that is authoritative and up to date. MedlinePlus has extensive information on over 700 diseases and conditions, a medical encyclopedia and a medical dictionary, health information in Spanish, information on prescription and nonprescription drugs, and links to thousands of clinical trials. MedlinePlus is updated daily and can be bookmarked at: www.medlineplus.gov.

PROVIDER INFORMATION

38. How can I get a listing of the physicians participating in each plan?

Contact the plan directly. Neither ETF nor your benefits/payroll/ personnel office maintains a current list of this information.

39. What is a primary provider?

When you select a health plan, each covered family member typically selects a primary provider who provides entry into the plan's health care system and evaluates your total health needs. Depending upon the requirements of your plan, the primary provider exercises a greater or lesser degree of control to your access to other providers. He/she responds to your health questions and concerns, recommends and coordinates treatment and initiates referrals to specialists, when necessary. It is important to establish a relationship with your primary provider, through annual physical exams for example, to ensure that if there is a serious health problem you will be comfortable seeking care from a physician who knows you and your health history.

Generally, primary providers are family practice, general practice or internal medicine physicians. Some plans also permit participants to select an OB/GYN or pediatrician as the primary provider.

40. How do I choose a primary physician or pharmacy who's right for me?

If you're not sure a provider holds the same beliefs as you do, call the clinic or pharmacy and ask about your concerns. For example, you may want to ask the provider's opinion about dispensing a prescription for oral contraceptives.

41. Can I change primary physicians within my alternate health plan?

Alternate plans (HMOs and Patient Choice's PPP) differ in their policies. First contact your health plan to find out when your change will become effective. Then file a Health Insurance Information Change form available from your benefits/payroll/ personnel office indicating the effective date of your change as specified by the plan.

42. If my physician or other health care professionals are listed with an alternate health plan, can I continue seeing him or her if I enroll in that alternate health plan?

If you want to continue seeing a particular physician (or psychologist, dentist, optometrist, etc.), contact that physician to see which HMO, if any, he or she is affiliated with and if he or she will be available to you under that HMO. Confirm this with the HMO. Even though your current physician may join an HMO, he or she may not be available as your primary physician just because you join that HMO.

43. What happens if my provider leaves the plan mid-year?

Health care providers appearing in any published health plan provider listing or directory remain available for the entire calendar year except in cases of normal attrition (that is death, retirement or relocation) or termination due to formal disciplinary action. A participant who is in her second or third trimester of pregnancy may continue to have access to her provider until the completion of post-partum care for herself and the infant.

If a provider contract terminates during the year (excluding normal attrition or formal disciplinary action), the plan is required to pay charges for covered services from these providers on a fee-for-service basis. Fee-for-service means the usual and customary charges the plan is able to negotiate with the provider while the member is held harmless. Health plans will individually notify members of terminating providers (prior to the Dual-Choice period) and will allow them an opportunity to select another provider within the plan's network.

Your provider leaving the Plan does not give you an opportunity to change plans mid-year.

44. What if I need medical care that my primary physician cannot provide?

As an HMO or SMP participant, you may need to designate a primary physician or clinic. Your HMO primary physician is responsible for managing your health care. Under most circumstances, he or she may refer you to other medical specialists within the HMO's or SMP's provider network as he or she feels is appropriate. However, referrals outside of the network are strictly regulated. Check with your plan for their referral requirements and procedures.

If case of injury that may fall under workers compensation, you should utilize only providers in your health plan, in case Workers Compensation denies your claim.

PREMIUM CONTRIBUTION

45. How are health premium contributions determined?

Employers determine the amount they will contribute toward the premium under one of the two methods described here.

- 1) Your employer pays between 50% and 105% of the premium rate of the lowest cost qualified plan in the employer's service area for either single or family coverage for employees who are participants under the Wisconsin Retirement System (WRS).

Your employer may pay as little as 25% of the premium for either single or family coverage for an employee appointed to a position working less than 1044 hours per year and who is a participating employee under the WRS.

- 2) A Three-Tier health insurance premium option is available. Each health plan is assigned to one of three tiers based on the quality of

care and relative efficiency with which it provides benefits. Health plans providing the most cost effective, high-quality care as determined by ETF are assigned to Tier 1, moderately cost-effective plans to Tier 2, and the least cost-effective to Tier 3.

The employee's required contribution to the health insurance premium for coverage is the same dollar amount for all health plans in the same tier, regardless of the total premium.

NOTE: Your employer may contribute any amount toward the premium for retired employees who continue group coverage.

46. What is a "Qualified Plan"?

"Qualified" simply means that the Board has determined that a plan meets its requirements for providers in the service area in question. As a result the Board will use that plan in determining the low cost plan in the area. The concept helps ensure that the low cost plan (upon which the maximum allowable employer contribution toward premium is based) has adequate providers in the service area.

To be qualified in a county, a plan must meet minimum provider availability requirements, consisting of a minimum of five primary care providers, a hospital (if one exists in the county), a chiropractor, and a dentist if dental is offered in the service area.

Note that the Group Insurance Board allows health plans to qualify in counties where there are no hospitals, provided the plans have met all other minimum provider availability requirements and hospitals are available in surrounding counties.

The distinction between qualified and non-qualified plans should only be used as a guide and members should refer to plan provider directories before making a plan selection. The most appropriate plan for a member may be a non-qualified plan.

Plans cannot be qualified in the first year they participate in this program.

47. Does a health plan with a higher premium offer more benefits?

No, all alternate plans (HMOs and Patient Choice's PPPs) are required to offer the Uniform Benefits. Premium rates may vary because of many factors: how efficiently the plan is able to provide services and process benefit payments; the fees charged in the area in which service is being rendered; the manner in which the health care providers deliver care and are compensated within the service area; and how frequently individuals covered by the plan use the health plan. Also, plans offering optional dental coverage may have slightly higher premiums. The Standard Plan and SMP will continue to offer benefits that differ from Uniform Benefits.

48. How often will premium rates change?

All group premium rates change at the same time — January 1 of each year. The monthly cost of all plans will be announced during the Dual-Choice Enrollment period.

49. How do I pay my portion of the premium?

Active Employees. Premiums are paid in advance. Therefore, initial deductions from your salary probably will occur about one month before coverage begins. If the initial deduction cannot occur that far in advance, then double salary deductions may be required initially so as to make premium payments current.

Retired Employees. Premium rates for retired employees are the same as for active employees (except that your premium will decrease when you or a dependent becomes covered by Medicare). The employer may, at its option, pay a portion of the premium. If you are paying your entire premium, it will be deducted from your monthly annuity. If the annuity is not sufficient to allow a premium deduction, you will be billed directly from your insurance carrier. **WARNING:** Your coverage will be cancelled if you fail to pay your premium in a timely manner.

If you are retired and have life insurance coverage through the Wisconsin Public Employers' Group Life Insurance Program, you may be eligible to convert the present value of your life insurance to pay health insurance premiums. You must be at least age 67, or age 66 if your employer provides post-retirement life insurance coverage at the 50% level. If you make this election, your life insurance coverage will cease and you will receive credits in a conversion account equal to the present value of your life insurance. The present value ranges from about 44% to 80% of the amount, depending on your age. The life insurance company, Minnesota Life, will pay health insurance premiums on your behalf from your conversion account until the account is exhausted. You will NOT receive any direct cash payment. You may file the election at any time, and it will be effective at the beginning of the third full month after the Department receives it. For more information and an election form, contact ETF.

CHANGING HEALTH PLANS

DUAL-CHOICE ENROLLMENT

During the dual-choice enrollment period, all subscribers currently insured by the Wisconsin Public Employers' Group Health Insurance Program are allowed to change from one plan to another, or from single to family coverage, for the following calendar year without a waiting period or exclusions for pre-existing medical conditions. You will receive a new it's your choice booklet prior to the enrollment period. You do not need to submit a completed application to continue coverage in your current plan for the next year provided the plan is still offered.

50. What does Dual-Choice mean?

Dual-Choice refers to the annual opportunity insured subscribers have to select one of the many health care plans offered. The name originated many years ago when the choice of health care plans was very limited. Today, eligible subscribers have over 15 different health plans from which to choose.

51. When is a coverage change made during Dual-Choice effective?

Dual-Choice coverage changes are effective January 1 of the following year.

52. Is the Dual-Choice Enrollment available to everyone?

No, the Dual-Choice Enrollment period is offered only to subscribers who are presently insured under the Wisconsin Public Employers' Group Health Insurance program. This includes employees who enroll in the Standard Plan with 180-day waiting period for pre-existing conditions if their coverage is effective on or before October 1.

53. May I change from single to family coverage during Dual-Choice? Yes, if you change from single to family coverage during Dual-Choice, coverage will include all eligible dependents effective January 1 of the following year. (See also **Question 13: When can I change from single to family coverage without restrictions?**)

54. How do I change plans during Dual-Choice? If you decide to change to a different plan, **complete a health application and submit it to your benefits/payroll/personnel office by the last day of the Dual-Choice Enrollment period.** Applications postmarked after the deadline will not be accepted. Health applications are available from your benefits/payroll/personnel office unless you are an annuitant or continuant. If you are a continuant or an annuitant who wants to make a Dual-Choice election, complete and return the application (see Section H) to ETF.

55. What if I change my mind about the plan I selected during Dual-Choice? You may submit or change an application at any time during the Dual-Choice Enrollment period. After that time, you may withdraw your application (and keep your current coverage) by notifying your benefits/payroll/personnel office in writing before December 31.

CHANGING HEALTH PLANS

56. Can I change from one plan to another during the year?

Yes, but only if you, the subscriber:

- Move from your plan's service area (for example, out of the county) for a period of at least 3 months. An application must be received by your benefits/ payroll/personnel office within 30 days of your move. Your new coverage will be effective the first of the month or following the receipt of your application. You may again change plans when you return to the service area for three months by submitting another application within 30 days after your return. (Also see **Question 59: What if I have a temporary or permanent move from the service area?**)

OR

- Are an active employee and voluntarily cancel your existing coverage and enroll in the Standard Plan with a 180-day waiting period for any pre-existing condition.

You may change to the Standard Plan at any time by canceling your existing coverage and submitting an application for the Standard Plan. Coverage will be effective the first of the month on or following the receipt of the application by your employer. However, there will be a 180-day waiting period for any pre-existing conditions (except pregnancy) for all participants. There is no waiting period for any children born after the effective date of the Standard Plan coverage. **Pre-existing condition** means a condition for which medical advice, diagnosis, care or treatment was recommended or received within the six-month period ending on the enrollment date.

Otherwise, you can only change health plans without restriction during each Dual-Choice Enrollment period.

57. If I change plans, what happens to any benefit maximums that may apply to services I've received?

When you change plans for any reason (for example, Dual-Choice or a move from a plan's service area), any annual insurance benefit maximums under Uniform Benefits will start over at \$0 with your new plan, even if you change plans mid-year. Examples are the durable medical equipment and the mental health/alcohol/drug abuse benefit. However, orthodontia benefit maximums typically carry over from one plan to the next. They are optional and not part of the Uniform Benefits medical plan.

58. If I leave a plan and later re-enroll in that plan, does my lifetime benefit maximum start over?

The lifetime benefit maximum is per participant per plan. When you change from one health plan to another, your lifetime maximum with the new plan will start over at \$0. If you later return to a plan under which you were previously covered, the plan may count any benefits paid during all periods of coverage toward the lifetime benefit maximum for that plan. The only exception is if you are covered by a plan under the State program and then under the Wisconsin Public Employers' Group Health Insurance program, or vice versa. In that situation, the lifetime benefit maximums accumulate separately, as these are two different insurance programs.

59. What if I have a temporary or permanent move from the service area?

A subscriber who moves out of a service area (for example, out of the county) either permanently, or temporarily for 3 months or more will be permitted to enroll in the Standard Plan, or an available alternate plan, provided an application for such plan is submitted within 30 days after relocation. You will be required to document the fact that your application is being submitted due to a change of residence out of a service area.

It is important that your application to change coverage be submitted as soon as possible and no later than 30 days after the change of residence to maintain coverage for non-emergency services. The change in plans will be effective on the first day of the month on or after your application is received by your employer but not prior to the date of your move. If your application is received after the 30-day deadline, you are only eligible for the Standard Plan with a 180-day waiting period for pre-existing conditions (except pregnancy). (See **Question 45: How are health premium contributions determined?**)

If your relocation is temporary, you may again change plans by submitting an application to change plans within 30 days after your return. The change will be effective on the first of the month on or after your application is received by your employer or by the Department if you have terminated employment.

60. What if I change plans but am hospitalized before the date the new coverage becomes effective and am confined as an inpatient on the date the change occurs (such as January 1)?

If you are confined as an inpatient (in a hospital, an Alcohol and Other Drug Abuse (AODA) residential center or a skilled nursing facility) or require 24 hour home care on the effective date of coverage with the new plan, you will begin to receive benefits from your new plan unless the facility you are confined in is not in your new plan's network. If you are confined in such a facility, your claims will continue to be processed by your prior plan as provided by contract until that confinement ends and you are discharged from the non-network hospital or other facility, 12 months have passed, or the contract maximum is reached. If you are transferred or discharged to another facility for continued treatment of the same or related condition, it is considered one confinement.

In all other instances, the new plan assumes liability immediately on the effective date of your coverage, such as January 1.

BENEFITS AND SERVICES

61. How do I receive health care benefits and services?

You will receive identification cards from the plan you select. If you lose these cards or need additional cards for other family members, you may request them directly from the plan. Alternate plans are not required to provide you with a certificate describing your benefits. The Uniform Benefits section of this booklet provides this information and will serve as your certificate.

Present your identification card to the hospital or physician who is providing the service. Identification numbers are necessary for any claim to be processed or service provided.

Under the Standard Plan and SMP, it is recommended that you or your physician contact the Administrative Services Only (ASO) contract Administrator (WPS Health Insurance) before you are admitted to a hospital.

Most of the alternate plans also require that non-emergency hospitalizations be prior authorized.

62. How do I file claims?

Most of the services provided by an HMO do not require filing of claim forms. However, you may be required to file claims for some items or services. The Standard Plan requires claims incurred in any calendar year to be received by the Administrator no later than the end of the next calendar year. Alternate plans (HMOs) require claims be filed within 12 months of the date of service, or if later, or as soon as reasonably possible.

63. How are my benefits coordinated with other health insurance coverage?

When you are covered under two or more group health insurance policies at the same time, and both contain coordination of benefit provisions, insurance regulations require the primary carrier be determined by an established sequence. This means that the primary carrier will pay its full benefits first; then the secondary carrier would consider the remaining expenses. (See the Coordination of Benefits provision found in the **UNIFORM BENEFITS** in **Section D**.)

MEDICARE INCLUDING PART D

64. When must I apply for Medicare?

Enrollment in Medicare Part A is automatic when you turn age 65. The requirement to enroll for Medicare coverage Part B is **deferred for active employees and their dependents** until the subscriber's termination of the WRS-covered employment through which active employee health insurance coverage is provided. Enrollment in Part D is voluntary when you are eligible for Medicare Part A or B. (See **Question 66: How does Medicare Part D Affect My Prescription Drug Coverage? Should I enroll?**). Coverage as offered by any of the state plans is the same for everyone regardless of age or Medicare eligibility.

If you are **retired** or are a surviving spouse or dependent and are eligible for coverage under the federal Medicare program, you must immediately enroll in both Part A and Part B of Medicare unless you are otherwise employed and have health insurance coverage through that employment. **IF YOU DO NOT ENROLL FOR ALL AVAILABLE PORTIONS OF MEDICARE UPON RETIREMENT, YOU MAY BE LIABLE FOR 80% OF YOUR CLAIMS ON THE DATE MEDICARE**

COVERAGE WOULD HAVE BECOME EFFECTIVE. However, if you or your insured spouse is also insured as an active employee under a non-state group plan, enrollment in Medicare may be deferred until retirement from that job.

Once you receive your Medicare card, please send a photocopy to the ETF.

Because all plans have coverage options that are coordinated with Medicare, you will remain covered by the plan you selected after you are enrolled in Medicare. Alternate health plan coverage does not change. The plan will simply not duplicate benefits paid by Medicare. Prescription drugs will continue to be covered.

If you are enrolled in the SMP Plan, your coverage will be changed to the Standard Plan when you enroll in Medicare Parts A and B.

65. What is Medicare Part D?

Medicare Part D is a prescription drug benefit program administered by the federal government. Enrollment for Medicare Part D coverage begins November 15, 2006, for coverage effective January 1, 2007.

66. Does Medicare Part D affect my prescription drug coverage?

After you become eligible for Medicare Part D you no longer have prescription benefits through Navitus Health Solutions (Navitus). Instead, you must voluntarily enroll in a Medicare Part D Prescription Drug Plan (PDP). A PDP will provide primary coverage for prescription benefits. You will also be automatically enrolled for secondary coverage provided by Dean Health Insurance (DHI) through what is called a WRAP product. This provides you with additional benefits that “wrap around” the benefits available from your PDP. Your health insurance premium already includes the WRAP coverage through DHI.

67. Should I enroll in a Medicare Part D Prescription Drug Plan?

Yes, you should enroll in the Group Insurance Board's preferred Medicare Prescription Drug Plan (PDP), DeanCare Rx, provided by Dean Health Insurance, Inc. (DHI). **Your health insurance premium already includes the cost of the DeanCare Rx Medicare Part D coverage through DHI.** To enroll in the DeanCare RX plan, you will need to complete a “Medicare Information Form”, that will be sent to you by DHI. You can also get the form at ETF's web site: http://etf.wi.gov/news/medicare_d_info.pdf

Navitus will work directly with DHI to ensure that your Medicare Part D benefits are coordinated with your coverage under this plan. If you choose to enroll in a PDP other than DeanCare Rx, you will not receive a reduction in premium, and you may experience additional expenses as the WRAP coverage will only coordinate benefits as though you enrolled in DHI. If you do not enroll in a PDP, your prescription drug claims will be paid as though you had Medicare Part D coverage. This means that you will be responsible for the portion of your claims that DHI would have paid, hence more out of pocket costs for you. In all cases, you will be responsible for all prescription drug copayments outlined in Uniform Benefits.

PHARMACY BENEFIT MANAGER

68. What is a Pharmacy Benefits Manager (PBM)?

A PBM is a third party administrator of a prescription drug program that is primarily responsible for processing and paying prescription drug claims. In addition, they typically negotiate discounts and rebates with

drug manufacturers, contract with pharmacies, and develop and maintain the formulary. The State's PBM will negotiate rebates and discounts on behalf of the State and pass the savings back. Many health plans currently provide their drug benefit through a PBM.

69. What is a drug formulary, how is it developed, and how will I know if my prescription drug is on it?

A formulary is a list of prescription drugs established by a committee of physicians and pharmacists that are determined to be medically-effective and cost-effective. The formulary is developed by a Pharmacy and Therapeutics Committee, which includes a statewide group of physicians and pharmacists. Drugs are evaluated on the basis of effectiveness, side effects, drug interactions, and then cost. On a continuous basis new drugs are reviewed to make sure the formulary is kept up-to-date and that patient needs are being met.

The complete formulary is listed on Navitus' Web site, www.navitus.com. You may also contact Navitus customer service toll free at 1-866-333-2757 with questions about the formulary.

70. How does a three-level drug copayment system work?

Under a three-level prescription drug benefit, you have three different copayment amounts for covered prescription drugs. By having to pay a lower copayment for those drugs on the formulary, which are Level 1 and Level 2, you are encouraged to use formulary drugs. However, if you prefer a drug that is not on the formulary (and for which coverage is not excluded), you can get that drug for a higher copayment, which is the Level 3 copayment. This gives you more freedom of choice with the drugs that you use.

Under the three-level prescription drug benefit, it will still be necessary to get a prior authorization before some formulary and non-formulary drugs will be covered.

71. Will I have to use a different ID card when I go to the pharmacy?

Yes. You will have two identification cards, one from your health plan and one from Navitus. Your member identification number will be different on each card, so it is important that you show the correct card when getting services. When filling prescriptions, you **must** present your Navitus ID card to the pharmacist.

TERMINATION/LEAVING YOUR HEALTH PLAN

CANCELLATION/TERMINATION OF COVERAGE

72. How do I cancel coverage and how might this impact me if I later want to re-enroll?

Voluntary cancellation (or switching from family to single coverage, which is deemed voluntary cancellation for all insured dependents) requires written notification to the employer (annuitants contact ETF) denoting a cancellation of coverage. Be aware that voluntary cancellation of coverage does not provide an opportunity to continue coverage for previously covered dependents as described in section **CONTINUATION OF HEALTH COVERAGE**. Cancellation affects both medical and prescription drug coverage.

No REFUNDS are made for premiums paid in advance unless your employer (or, if you are no longer an employee of a participating local government, Employee Trust Funds) receives your written request on or before the last day of the month preceding the month for which you request the refund. Under no circumstances are partial month's premiums refunded. Once coverage terminates, you will be responsible for any claims inadvertently paid beyond your coverage effective dates.

Once an annuitant's coverage is cancelled, neither you nor your surviving dependents may re-enroll in this program. Another insurance opportunity may exist under the Local Annuitant Health Plan (LAHP). Contact ETF for more information.

73. When can an employee's health insurance coverage be terminated?

Your coverage can only be terminated because:

1. Premiums are not paid.
2. Coverage is voluntarily cancelled.
3. Eligibility for coverage ceases (for example, terminate employment).
4. Fraud is committed in obtaining benefits or inability to establish a physician/patient relationship. Termination of coverage for this reason requires Group Insurance Board approval.
5. Death of the subscriber.

Contact your benefits/payroll/personnel office or Employee Trust Funds for the date coverage will end.

74. What if my employer's participation ends under the Wisconsin Public Employers' Group Health Insurance Program?

When your employer's participation ends in this program, coverage will cease for all participants. This includes retirees and those who have continuation coverage. If the employer obtains group health insurance from another carrier, ask the employer if the new carrier will provide coverage for retirees and continuants.

When the employer terminates participation, you will not be eligible for continuation or conversion of health coverage.

CONTINUATION OF HEALTH COVERAGE

Your COBRA continuation rights are described in Section B of this booklet. **Both you and your spouse should take the time to read that section carefully.** This section provides additional information about continuation coverage.

You do not have to provide evidence of insurability to enroll in continuation coverage. However, coverage is limited to the plan you had as an active employee or covered dependent. (For example, if you change plans January 1 and your dependent loses eligibility December 31, that dependent would be eligible for COBRA from the plan if you were enrolled on December 31. An exception is made when the participant resides in a county that does not include a primary physician for the subscriber's plan at the time continuation is elected. In that case, the participant may elect a different plan that is offered in the county where the participant resides.) You may select another plan during the Dual-Choice Enrollment period or if you move from the service area. If family coverage is not elected when continuation is first offered, each dependent may independently elect single continuation coverage. A family of two may select two single contracts at a lower cost than the premium for a family contract. The plan will bill you directly.

There can be no lapse in coverage so multiple premiums may be required.

A second qualifying event while on continuation will not serve to extend your period of continuation. Coverage will be limited to the

original 36 months. At the end of the continuation period you will be allowed to enroll in an individual conversion health plan.

75. Who is eligible for continuation?

See **COBRA: Continuation of Coverage Provisions for the Group Health Insurance Program** in Section B of this booklet.

76. When do I notify my employer if a dependent loses eligibility for coverage?

Under Federal Law, if the employer is not notified within 60 days of the later of (1) the event that caused the loss of coverage, or (2) the end of the period of coverage, the right to continuation coverage is lost. You have the responsibility to inform your employer of a spouse or dependent losing eligibility for coverage under the Wisconsin Public Employers' Group Health Insurance program. If you have changed marital status, or you or your spouse have changed addresses, complete a new application as notification of this change. A voluntary change in coverage from a family plan to a single plan does not create a continuation opportunity.

77. Does my coverage change under continuation?

No, continuation coverage is identical to the active employee coverage. In most cases, you are eligible to maintain continuation coverage for 36 months from the month of the qualifying event and are allowed to change plans during the annual Dual-Choice Enrollment period or if the subscriber moves from the service area. However, your continuation coverage may be cut short for any of the following reasons:

1. The premium for your continuation coverage is not paid when due.
2. You or a covered family member become covered under another group health plan that does not have a pre-existing conditions clause which applies to you or your covered family member.
3. You were divorced from an insured employee and subsequently remarry and are insured through your new spouse's group health plan.

78. Will my premium change under continuation?

It may change as you will pay the total premium amount which includes both the employee and employer share. Contact your employer to obtain the total amount.

79. How do I cancel continuation coverage?

To cancel continuation coverage, notify ETF in writing. Include your name, Social Security number, date of birth, and address. ETF will forward your request to the plan. Your coverage will be cancelled at the end of the month in which ETF receives the request to cancel coverage.

80. When is conversion coverage available?

As required by law, you are eligible to apply for conversion coverage when group continuation coverage terminates. Contact the plan directly to make application for conversion coverage.

Conversion coverage is available without providing evidence of insurability, and with no waiting period for pre-existing conditions, provided Wisconsin Public Employers' group coverage has been in effect for at least three months prior to termination.

If the plan automatically bills you for conversion coverage that you do not want, simply do not pay the premium for the coverage. The coverage offered will be the conversion contract (not the Wisconsin Public Employers' plan) available at the time, subject to the rates and

regulations then in effect. The coverage and premium amount may vary greatly from plan to plan.

If you reside outside of the HMO service area at the time you apply for conversion coverage, you may only be eligible for an out-of-area conversion policy through another insurance carrier. The benefits and rates of the out-of-area conversion plan are subject to the regulations in effect in the state in which you reside.

The conversion privilege is also available to dependents when they cease to be eligible under the subscriber's family contract. Request for conversion must be received by the plan within 30 days after termination of group coverage. If you have questions regarding conversion, write or call the plan in which you are enrolled.

81. How is my continuation coverage affected if I move from the service area?

If you move out of the service area (either permanently, or temporarily for 3 months or more) you are eligible to change plans. (See **Question 59: What if I have a temporary or permanent move from the service area?** for additional information)

Your application to change plans must be submitted to ETF within 30 days after your move. Because you are on continuation coverage, call the Employer Communication Center at (608) 264-7900 or toll free at (888) 681-3952 to obtain a Health Insurance Application. Complete and submit the application to the Department of Employee Trust Funds, P.O. Box 7931, Madison, WI 53707-7931.

RE-EMPLOYMENT OF ANNUITANTS

82. How are my health benefits affected by my return to work (for an employer not under the WRS)?

If you return to work for a non-WRS participating employer after retirement, your WRS annuity and health benefits will not be affected.

83. How are my health benefits and premiums affected by my return to work (for an employer who is under the WRS)?

If you return to work for a WRS participating employer, you may be eligible to once again become an active WRS employee. If you make this election and become an active WRS employee, your annuity will be cancelled and you will no longer be eligible for health insurance as a retiree/annuitant. You will be eligible for health insurance as an active WRS employee through your WRS participating employer if the employer is participating in an ETF health plan. Check with your employer to make sure you have other health insurance coverage available before you elect WRS participation.

You may also waive or terminate enrollment under Medicare until the first Medicare enrollment period after active WRS employment ceases. Your premium rates while covered through active employment will be the active employee rates shown on Page A-4, not the Medicare rates.

When you subsequently terminate employment and resume your annuity, your eligibility for Wisconsin Public Employers group health coverage is once again dependent on your meeting the requirements for newly retired employees (that is, you must be insured under the state or WPE group insurance and you must apply for an immediate annuity from the WRS).