



Group
Insurance
Service
Center, Inc.



TO: THE CITY OF BURLINGTON – GROUP # 07266

FROM: Group Insurance Service Center, Inc.

Welcome to Group Insurance Service Center (GISC). **THE CITY OF BURLINGTON** has elected to have GISC administer your Medical and Prescription Drug Plans.

THINGS YOU NEED TO KNOW:

1. COMPLETE THE ENCLOSED APPLICATION FOR GROUP COVERAGE.
2. A new medical & prescription identification card will be mailed to your home address
3. Your medical and prescription benefits are explained in the Summary of Benefits & Coverage.
4. Pre-Certification for In-Patient Services only is required.
5. Network of Providers is CIGNA.

We are very pleased to welcome you. If you have any questions, please contact GISC Customer Service Department at 1-800-242-4472.

YOUR PLAN NAME

WHEN FILLING OUT FORMS AT YOUR DOCTOR'S OFFICE, THEY MAY ASK YOU THE NAME OF YOUR PLAN, WHAT SHOULD YOU PUT? YOU SHOULD PUT CIGNA.

NETWORK OF PROVIDERS

Your network of providers will be **CIGNA**. It is always better to use a network provider. To view CIGNA network providers visit their website at www.CIGNA.com See the instruction page in your employee kit.

Should someone use a provider that is not in this network, GISC will attempt to use other networks that the provider may belong to. If GISC is not able to provide a network, we will attempt to negotiate directly with the provider for them to accept the allowable charge. It is expected that one of these three options will apply thus preventing the employee from being responsible for provider charges that exceed the allowable charge. If no discount can be obtained, the provider can bill for expenses in excess of Reasonable & Customary.

If you have any questions or need help looking up your provider, please call GISC Customer Service at 800-242-4472 and we will assist you.

SUMMARY OF BENEFITS

Your Summary of Benefits & Coverage is attached with details of your Plan. If you have any questions about your benefits, please call GISC Customer Service at 1-800-242-4472.

ID CARD

Your new Identification Card will be mailed to your home address. If you have dependent coverage, you will receive a second card. Should you need additional ID cards, please call GISC at 800-242-4472.

Please be sure to present your new ID Card to all medical providers and pharmacies.

PRESCRIPTION MEDICATIONS - RETAIL (LOCAL PHARMACY)

MAXORPLUS will manage this benefit that allows you to purchase up to a 30-day supply of medication through your local pharmacy. If you wish to confirm that your pharmacy is a participating pharmacy, log on to www.maxorplus.com or call MAXOR's Customer Care Line at 1-800-687-0707.

You do not need to replace your existing prescriptions at retail but you MUST present your new ID Card the next time you fill a prescription at the your local pharmacy. If your prescription does not go through it may be because of the change, please call GISC at 800-242-4472.

PRESCRIPTION MEDICATIONS (MAIL ORDER)

Individuals purchasing medications through mail order will require a new written prescription from your physician. Detailed instructions on what you should do to set up your mail order account are enclosed in your employee kit.

- ✓ Have your physician write a prescription for mail order, allowing the ninety (90) day supply;
- ✓ Mail the new prescription in the enclosed stamped self-addressed envelope or;

You may also qualify for **Split Incentive through the mail order program**. See the *Split Incentive* information in your employee kit for details.

AHDI/HEALTH CARE NAVIGATOR

This is a confidential, proactive disease management program available to you at no charge. A nurse will reach out to you via phone and US mail to provide you with personalized service and information about your disease.

CALLMD

CallMD is part of your benefit package. This is a non-emergency medical service with physicians that can diagnose, treat and provide prescriptions for you and your eligible family members. All calls are coordinated through CallMD's 24/7 medical call center staffed with registered nurses. The number is 1-866-568-6720. See insert for more details. This number will be on your new ID cards, too.

IN-PATIENT PRE-CERTIFICATION

CIGNA will also handle the inpatient pre-certification. The hospital or physician must call them at 800-840-7341.

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