

EMPLOYEE BENEFIT TRUST OF EASTERN PENNSYLVANIA

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Hans E. Baltzersen
Trust Manager

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Secretary to the Trust

Participating Districts:
Colonial I.U. 20
Pen Argyl School District
Nazareth School District
Northampton School District
Bethlehem Area Vo-Tech
Career Institute of Technology

Monroe Career & Technical
Institute
Delaware Valley School District
East Stroudsburg School District
Pleasant Valley School District
Stroudsburg School District

December 15, 2010

Dear Trust Plan Participant:

Effective January 1, 2011, the claims administrator for your insurance coverage(s) (medical, prescription drug, dental and vision) will transition from NCAS Pennsylvania **to Capital BlueCross**.

Your insurance coverage **remains the same**— your benefits, copayments, deductibles, coinsurance, etc.

Your access to networks and providers **remains the same**.

You will continue to contact Customer Service at 1-866-787-9872.

Here are the things that will change!

You will receive **new identification (ID) cards** from Capital BlueCross (CBC). You will receive a new ID card for yourself and each enrolled dependent(s) currently on the NCAS system. Your CBC ID card(s) will be universal for medical, dental and vision coverages.

You will have a **new CBC member identification number** that displays a unique set of characters that begins with three alphabetical letters followed by a series of numbers. These characters are considered a part of your Member ID number and must be included on any form or correspondence sent to CBC.

If you will **only** be enrolled in BlueCross Dental and/or BlueCross Vision (formerly NCAS) coverage, you will receive ID card(s) without the three alphabetical letters. (One card will be sent for yourself and each enrolled dependent.)

You will receive new prescription drug ID cards from Medco in a separate mailing. The packet will include two cards. If you need additional cards, contact Medco member services directly after January 1.

You should receive your new ID cards before January 1. **Please watch your mail in the coming weeks for the new cards.** If you do not receive your new cards by January 3, 2011, please contact CBC customer service so they can check on the status.

Here are the things that you need to do!

You must show your new ID card(s) to your provider(s) for all services beginning January 1, 2011.

Your new Medco ID card replaces any previous prescription cards. The new prescription drug ID card will display your new member ID number.

Please present this new prescription drug ID card the first time you purchase or refill prescriptions at a participating retail pharmacy. If you use *Medco by Mail*, your remaining refills will automatically be transferred to your new ID number. If you are a registered *Medco.com* user, you may be prompted to update your profile with your new member ID number. If you need to obtain or would like to obtain prescriptions prior to January 1st, please use your existing prescription ID card and number.

Other important matters include:

Claim forms will change to CBC forms effective January 1. The forms are available by calling Customer Service or by going online to www.capbluecross.com. Click on *Member*; then click on *Forms (More)*. To print a medical form, enter YWP in the *Search* field. For dental and vision, the forms are also downloadable from this web location. A supply of forms will also be available at your school's benefits office.

The **Explanation of Benefits (EOBs) form** that displays any claims that have been processed and paid on your behalf will now be available online at CBC. Access your EOB online file by going to www.capbluecross.com. Click on *Member* and then *log in* to www.mycapbluecross.com. You will need your new CBC member number to access this capability. You will not automatically receive paper copies of EOBs in the mail. If you wish to continue to receive paper EOBs, you will need to call Customer Service. You may continue to receive EOBs from NCAS as it continues to process claims incurred on or before December 31, 2010.

If you are currently receiving services through **medical case management**, this will also transition from NCAS to CBC and the companies will work together to make the transition as smooth as possible.

Your patience and cooperation during the transition are appreciated.

Sincerely,



Hans E. Baltzersen
Trust Manager