

Highlights

The Trustees of the ICSVEBA understand the importance of keeping members informed of plan updates and changes and are excited to provide you with this month's Highlights newsletter to keep you informed of essential plan information. Please see the updates and "highlights" below and contact your Human Resources Department with any questions!

- **Carrum Health-A New Way to Get Surgery:** If your doctor has recommended surgery, you can contact Carrum Health by visiting my.carrumhealth.com/ICSVEBA or calling 1-888-855-3806. A Care Concierge will be assigned to you and they will help you verify your eligibility, assist you in selecting a hospital and doctor, and begin coordinating the clinical visits and travel logistics, if necessary. Your Care Concierge will continue supporting you throughout the entire episode of care. Please see the attached FAQ's for more information.

- **Air Ambulance-Managing Bills:** There are times in an emergency situation that an air ambulance is needed and REACH Air Medical may not be the first provider called. Air ambulance bills can certainly be pretty costly. Remember that if you receive a bill from an air ambulance provider, you may reach out to your ICSVEBA Member Services at 1-800-633-2683, or email them at ICSVEBAService@hubinternational.com to get help in navigating the options on getting your bill paid.
- **Back to School 2018-2019:** Summer is not even here yet, but we want to remind you of the upcoming Back to School sessions that will be taking place in August 2018. Please make it a point to attend, as here is where we will share valuable information about any changes in your benefits and value-added services available to you for the new Plan year beginning October 1, 2018! See you there!

• **FEEDBACK REQUESTED:** It has come to an understanding that you may have received a separate bill for a facility charge, in addition to, your regular office visit copay, if your primary care provider has an affiliation with Pioneers Health Center in Brawley. If you are someone who has experienced this, and have not yet contacted ICSVEBA about this, we would like to hear from you.

Website...

www.icsveba.org

www.deltahealthsystems.com

www.express-scripts.com

Access this site for...

An array of information about your Health & Welfare Plans

Up-to-date Medical claims information

Ordering and tracking your maintenance medications