



Dear AlaskaCare Member,

We are excited to welcome you to the AlaskaCare Health Plan administered by HealthSmart Benefit Solutions. HealthSmart is one of the largest health plan administrators in the country, serving members throughout the United States.

We encourage you to visit our website, *AlaskaCare.gov*, which will serve as a home base for information and online service for the AlaskaCare plans. You may view plan information, find links to our partners, locate a doctor or pharmacy, print forms, check the status of claims, refill a prescription, and more.

This Welcome Pack contains important information about the AlaskaCare plans claims administration. Please read all of the information provided and save it in the event you have questions in the future.

Navigating the Welcome Pack – You'll find the following information in this folder:

- Overview
- AlaskaCare Partner Information
- Information and Instructions
- Frequently Asked Questions (FAQ)
- Contact Information brochure with addresses and phone numbers
- Forms
- Wellness Self-Care guidebook

We recognize that you may have questions regarding your benefits or claims. HealthSmart has representatives available by phone and in person in the AlaskaCare Service Centers in both Juneau and Anchorage to answer any questions you may have after reading this information.

Thank you in advance for taking the time to review the enclosed materials. We appreciate your participation in the AlaskaCare Health Plans and look forward to providing you the best service experience possible – the AlaskaCare Experience!

Sincerely,

Your AlaskaCare Team



### Frequently Asked Questions

#### Where can I obtain another ID card?

You may request additional ID cards, and print a temporary card, at *AlaskaCare.gov*. You may also contact HealthSmart to order additional ID cards.

#### What if I am currently taking a specialty drug?

The AlaskaCare specialty pharmacy program is administered by Costco/Envision. Specialty drugs are high cost drugs, often self-injected and used to treat rare or complex conditions. They may also require special handling or delivery. A list of specialty drugs is available at *AlaskaCare.gov*. If a specialty drug is prescribed, you should contact Costco/Envision to set up delivery.

#### How do I use the mail-order pharmacy program?

You may use the mail-order form in this Welcome Pack or have your doctor phone your prescription to Costco/Envision. Additional forms are available at *AlaskaCare.gov* or you may contact HealthSmart.

#### What types of services require pre-certification?

You should contact HealthSmart to pre-certify all hospital admissions, skilled nursing facilities, home health care, mental health or chemical dependency treatment, travel, and MRIs of the knee or spine.

#### What is Disease Management?

If you or a family member has a chronic condition such as diabetes, asthma, heart disease or emotional health issues, HealthSmart will provide a registered nurse to assist you. The Disease Management program is designed to help you manage your condition, identify medical resources and to provide professional support. The program is provided by your employer and is administered by HealthSmart Care Management Solutions. These services are provided at NO COST to you.

#### How do I locate a network provider?

To locate Beech Street contracted providers you may visit *AlaskaCare.gov* or call HealthSmart Customer Service.

#### How do I locate a participating pharmacy?

There are over 62,000 pharmacies nationwide in the Costco/Envision pharmacy network. You may search for a network pharmacy at *AlaskaCare.gov*.

#### How do I enroll in the Wellness Program?

HealthSmart Care Management Solutions provides comprehensive Wellness Coaching. If you are interested in receiving health coaching, please contact us at 877.517.6370 or [Wellness.Coach@healthsmart.com](mailto:Wellness.Coach@healthsmart.com) for more information on participating in our wellness initiatives.

For additional information, please visit *AlaskaCare.gov*.

**AlaskaCare.gov**

AlaskaCare  
c/o HealthSmart  
PO Box 99004  
Anchorage, AK 99509-9004

Toll-Free Customer Service: 877.517.6370  
TDD Customer Service: 877.517.6416



## Employee Welcome Pack

Name of Form	When to Use Form
Health Benefits Claim Form	To file medical, audio, dental, and/or vision claims manually to the AlaskaCare Service Center. It is not necessary to file manual claims if your provider bills for you.
Health Flexible Spending Account Claim Form	To file health flexible spending account claims to HealthSmart.
Dependent Care Assistance Plan Request for Reimbursement Form	To file dependent care assistance plan claims to HealthSmart.
Health Flexible Spending Account Direct Deposit Form	To authorize HealthSmart to make direct deposits to your banking account for health flexible spending account claims.
Other Health Insurance Verification Form	This form should be completed both now, and again each year to provide the status of additional health care coverage (including Medicare) that you or your dependents may have acquired. Failure to provide this proof to HealthSmart annually can cause delays in paying your claims.
Costco Mail Order Form	To enroll in the mail order pharmacy program.
Direct Member Reimbursement Form	To file self-paid prescriptions or copy for reimbursement to HealthSmart.

## Overview



HealthSmart is proud to be the Claims Administrator for the AlaskaCare Health Plans. This means HealthSmart will be processing all health plan claims, providing customer service, issuing ID cards, and assisting the State with other important administration functions of the AlaskaCare Health Plans.

HealthSmart will be partnering with several other companies in delivering services to AlaskaCare members. These companies include:

- Costco Wholesale
- Envision RxOptions
- Beech Street
- Vision Service Plan (VSP)
- Magellan Health Services
- Cleveland Clinic

Additional information about these companies and the role each will play in supporting the AlaskaCare Health Plans is included later in this section.

### ID Cards

ID cards are sent in a separate mailing. Up to two ID cards will be issued under the member's name which may be used by you or your eligible spouse. Additional cards may be ordered at [AlaskaCare.gov](http://AlaskaCare.gov) or by contacting HealthSmart. It is important for you to present your new AlaskaCare ID card to your providers when receiving care or filling prescriptions. The ID card contains important information such as your member identification number, precertification instructions, and claims filing instructions.

If you have not received your ID card and need services, you may obtain a temporary ID card by visiting [AlaskaCare.gov](http://AlaskaCare.gov). You will need your member identification number for this process. If you do not have your member ID you can contact HealthSmart for this number.

### AlaskaCare Website

[AlaskaCare.gov](http://AlaskaCare.gov) contains important information regarding the AlaskaCare Health Plans. It includes links to all the AlaskaCare partners and other information about your AlaskaCare plan. You can also find a doctor or pharmacy, print forms, check the status of claims, refill a prescription, and more.

### Contact Information

The enclosed contact information brochure contains all addresses, telephone numbers, and website information you will need to use your AlaskaCare Health Plan. Please be sure to keep it handy for future use.

### Health Flexible Spending Account (HFSA) and Dependent Care Assistance Plan (DCAP)

HealthSmart administers the AlaskaCare Health Flexible Spending Account (HFSA) and Dependent Care Assistance Plan (DCAP) for members who have elected these options. The HFSA and DCAP claim forms and HFSA Direct Deposit form are included in this Welcome Pack and are also available on the [AlaskaCare.gov](http://AlaskaCare.gov) website.



### Additional AlaskaCare Partners:



#### Costco Pharmacy Benefit Partnership powered by Envision RxOptions

Retail and mail-order prescription drug benefits will be provided through the Costco Pharmacy Benefit Partnership. This program combines the purchasing power of Costco Wholesale with Envision RxOptions, a top-rated national pharmacy benefit manager, giving you many options for purchasing your prescriptions.



#### Beech Street

The Beech Street network provides AlaskaCare members with a nationwide network of doctors and hospitals that have agreed to discounted rates and fee schedules. The AlaskaCare Health Plans do not require you visit Beech Street network providers. However, by using Beech Street network providers you are reducing your out-of-pocket expenses and overall costs to the AlaskaCare Health Plans. In addition, you will not be billed by these providers for any charges that exceed the contracted amount.



#### Vision Service Plan (VSP)

AlaskaCare Managed Care vision plan offers VSP Vision Care as an enrollment option. You can choose to see a VSP doctor, retail chain affiliate provider, or any other provider. You'll enjoy convenience, service, and savings. Most VSP doctors offer evening and weekend hours, and with a VSP doctor you'll get the most out of your benefit. You'll also receive additional discounts on overages and non-covered services. Plus, your satisfaction is guaranteed with a VSP doctor. Visit [vsp.com](http://vsp.com) or call 800.877.7195 for more details on your vision coverage and exclusive savings and promotions for VSP members. If you selected the Standard vision plan, your vision care is administered by HealthSmart.



#### Magellan Health Services

Magellan Health Services provides the AlaskaCare Employee Assistance Plan (EAP).

The EAP is a confidential, pre-paid assessment, counseling and referral service designed to provide you and your family with assistance and comprehensive resources for managing everyday concerns, such as stress, relationship issues, dealing with change and child and eldercare issues. The enclosed brochure provides information about the extensive resources available from the EAP, as well as direct contact information for accessing services.

#### Cleveland Clinic's Tobacco Treatment Program

This program is based on the latest scientific knowledge and offers a customized plan to help when you are ready to quit the tobacco habit. Whether you smoke, chew or dip, the program offers the one-on-one support and resources that you need to become tobacco free. Contact HealthSmart for information on how to access this program.



## Information and Instructions

This section contains important information and instructions for filing claims, locating providers, filling prescriptions, accessing the mail-order pharmacy program, using your ID card, and more. Please read this section carefully and retain the information for future reference. If you have questions or need assistance, HealthSmart customer service representatives are available to assist you.

### Claim Filing

Most healthcare providers, including all network providers, will bill the AlaskaCare Health Plans on your behalf. To do this, you will need to present your ID card to your healthcare providers. The ID card contains all of the necessary information to initiate the claims filing process for you and your eligible dependents.

If your provider will not bill on your behalf, you may file claims with HealthSmart by mailing your completed AlaskaCare Benefits Claim Form to the address located at the top of the enclosed claim form. The claim address can also be found in the enclosed contact information brochure.

Additional forms may be obtained at [AlaskaCare.gov](http://AlaskaCare.gov) or by contacting HealthSmart.

### Locating Network Providers

To locate Beech Street contracted providers, you may visit [AlaskaCare.gov](http://AlaskaCare.gov) or call HealthSmart Customer Service (see the enclosed contact information brochure for telephone number).

New providers join the network from time to time, so please check the current listing of network providers at [AlaskaCare.gov](http://AlaskaCare.gov). You may also nominate a provider to participate in the Beech Street network by completing the nomination form located on [AlaskaCare.gov](http://AlaskaCare.gov).

### Prescription Drugs

AlaskaCare members may obtain prescription drugs at over 62,000 participating pharmacies nationwide and also by mail. You must use a participating pharmacy or the mail order pharmacy, presenting your AlaskaCare ID card to receive the best benefit.

This section provides information on accessing the AlaskaCare prescription drug benefits and filing claims for prescription drug purchases.

### Retail Pharmacies:

You may search for a Costco/Envision network pharmacy at [AlaskaCare.gov](http://AlaskaCare.gov). Note that you may also fill your prescription at any Costco pharmacy, even if you are not a Costco member.

You should present your ID card to your pharmacy when filling a prescription so they may file a claim on your behalf. You will be responsible for the applicable copay.

### Mail Order Prescriptions:

Filing prescriptions by mail is a convenient and cost-effective way to obtain medications. With the mail order pharmacy, you can receive up to a 90 day or 100 unit supply, whichever is greater. Costco Wholesale is the mail-order pharmacy provider. This Welcome Pack contains the materials necessary to initiate use of the mail order service. Once you have filled a mail order prescription, you may order refills by calling Costco/Envision customer service or online through [AlaskaCare.gov](http://AlaskaCare.gov).

## HealthSmart Care Management Solutions

Our goal is to deliver health and wellness information in a way that's accurate, meaningful and easy to understand. We have a team of dedicated nurses who will work to meet and exceed your expectations. You will have expedited enrollment and the option to participate in the programs that best meet your needs.

### Wellness Services

HealthSmart's wellness program includes access to a wellness coach and registered nurses, as well as telephone and email coaching. In addition, our online wellness programs include a variety of tracking tools and a health risk assessment. We also provide monthly wellness challenges, maternity management, help with smoking cessation and much more!

### Claim Pre-Certification

You should contact HealthSmart to precertify hospital admissions, skilled nursing facilities, home health care, mental health or chemical dependency treatment and MRLs of the knee or spine.

### Case Management

If you or a family member has a serious ongoing medical condition or injury, HealthSmart will provide a medical case manager to assist you. Our medical case management program is designed to help identify medical resources and provide professional support for members working through a challenging or extended medical situation. The program is optional and you are not required to participate.

### Disease Management

HealthSmart's disease management program is designed to assist those who are affected by chronic conditions such as diabetes, heart disease, asthma, lung disease, congestive heart failure and emotional health. Our programs address these conditions through strategies of education and compliance management, while encouraging members to take active control of their health.

### Health Coaching

HealthSmart provides health coaching to AlaskaCare members. This program can provide support in achieving your health goals. If you have questions or need assistance, please visit [AlaskaCare.gov](http://AlaskaCare.gov) or contact us for information on joining our coaching program.

### Nurse line

A 24-hour nurse line is available if you want to discuss your symptoms and clarify whether you should visit a doctor for a health condition you may have. The nurse line is staffed by registered nurses who can answer your questions 24 hours a day, 365 days a year. The toll-free nurse line number is included in the enclosed contact information brochure or online through [AlaskaCare.gov](http://AlaskaCare.gov).



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Experience