



HEALTH TRUST NEWS

SERVING THE PARTICIPANTS OF
THE ASEA/AFSCME LOCAL 52
HEALTH BENEFITS TRUST

INSIDE THIS ISSUE

Happy Holidays?	1
Feel Better More Often	2
Accidents Happen	2
Coalition Health Centers’ “No-Show” Fee	3
Have to Travel for Care?	3
Meet Your New Trustee	4
Healthy Reminders	4

BOARD OF TRUSTEES

- Mike Williams, Chairman
- Jacob Lauten
- Brittany Staker
- Rich Sewell
- Chelsea Sieh
- Shawn Staker
- Charisse Millett

Happy Holidays? WHEN THE SEASON IS ANYTHING BUT JOLLY

The holidays are supposed to be a fun time of the year, filled with happy parties and social gatherings with family and friends.

But for many people, the season brings stress, anxiety, depression, grief and loneliness. This can affect physical health, causing headaches, insomnia or frequent illness. And it could lead to overeating, excessive drinking or relationship problems.

The good news is you don’t have to face it alone. A few visits with a professional counselor can help you get back to feeling better. Here’s how your benefits help:

- Your Health Plan covers outpatient mental health services the same as any other health care service.
- Through Teladoc, you can meet with a counselor via online video, smartphone app or phone, so you can talk from the convenience of your own home (1-800-835-2362 or teladoc.com).
- Your Employee Assistance Program (EAP) benefits provide you and your eligible dependents with up to six free counseling sessions per issue per year.

GET TO KNOW YOUR EAP

The Lifeworks EAP can help you and your family manage life’s challenges. Here are a few ways you can tap into all that’s available—at no cost to you.

- **Confidential counseling.** Talk to a counselor about family or relationship issues, grief, addiction, depression,



stress... whatever is troubling you.

- **Childcare, parenting and elder care.** Referrals and support resources.
- **Financial and legal help.** Free 30-minute legal consultations, referrals and more.
- **LifeWorks Online.** Videos, podcasts and articles on health, legal, financial and career information.

Learn more: Go to aseahealth.org, Your Benefits, Employee Assistance Program.

LIFEWORKS EAP: THREE WAYS TO CONNECT

- **Online:** Go to lifeworks.com (user ID = **asea**; password = **eap**; case sensitive).
- **Phone:** Call 877-234-5151. Available 24/7; always confidential. TTY/TDD: 1-800-999-3004. En Español: 1-888-732-9020.
- **Mobile app:** Search “LifeWorks” in the app store for your device and choose “LifeWorks.” The first time you use it, enter Username: **asea** and Password: **eap** (case sensitive).

Feel Better More Often

GET HELP FOR AN ONGOING HEALTH CONDITION

No two individuals are the same. That's why the Health Trust's Disease Management program, provided by Optum, is personalized to meet your specific health needs.

If you have asthma, diabetes, heart failure, coronary artery disease (CAD), chronic obstructive pulmonary disease (COPD) or musculoskeletal pain, the program can provide the support you need through:

- **Coaching:** Talk regularly with a nurse, who will help you create a personalized action plan.
- **Ongoing Support:** Help with following your doctor's care plan, managing medications, monitoring your health and making lifestyle changes.
- **24/7 Care Line:** Talk to a nurse anytime about your concerns.
- **Information:** Learn to recognize symptoms and avoid complications.
- **Health Portal:** Access secure messages and your personal health record.

The Disease Management program is voluntary, completely confidential and free. If you have a qualifying condition, Optum will contact you to invite you to participate in the program.

Learn more at aseahealth.org, Benefits, Disease Management, or contact Optum at asea.optum.com/mve or 1-855-738-1768.

Accidents Happen!

IF SOMEONE IN YOUR FAMILY TAKES A SPILL THIS WINTER, CHOOSE THE TYPE OF CARE THAT'S RIGHT FOR THE SITUATION.



EMERGENCY CARE: It's life or death. Call 9-1-1 if the victim has a head injury, is unconscious or bleeding severely. If possible, go to Alaska Regional Hospital or Mat-Su Regional Hospital.



URGENT CARE: Serious, but not life-threatening. For a broken bone or cut that needs stitches, go to a Coalition Health Center or an urgent care clinic near you. (Money-saving tip: Outside of Alaska, search aetna.com for one in "Aetna Choice POS II Open Access" network.)



VIRTUAL CARE: You need advice right now. Bumps and bruises? Call 1-800-TELADOC (835-2362) to talk to a board-certified doctor 24/7.



PRIMARY CARE: It can wait until morning. Call a Coalition Health Center or your doctor and make an appointment to get care for minor injuries and sprains.

Coalition Health Centers' "No Show" Fee

HELP US KEEP THE CHCS "NO COST TO YOU"!

Currently, when you go to a Coalition Health Center for your care, you don't pay anything—no copay, no deductible. Let's keep it that way. Whenever you can, please schedule an appointment. But, if you are unable to keep your appointment, please cancel or reschedule at least 24 hours before your appointment time to avoid the \$75 "no show" fee—and to allow another participant to have that appointment time.

The Trust is charged a \$75 "no show" fee whenever a member or their eligible dependent fails to cancel or reschedule his or her appointment at least 24 hours in advance. From January–August 2019, there were 353 "no show" appointments resulting in over \$26,000 in "no show" fees charged to the Trust. And, the number of "no show" appointments continues to increase. **Effective January 1, 2020, the Trust will apply the \$75 "no show" fee to the members' accounts at the Coalition Health Centers, which will be payable by the member before their next appointment.**

THE CHCS ARE HERE TO SERVE YOU

- Anchorage: (970) 264-1370
- Fairbanks: (907) 450-3300
- Online: coalitionhealthcenter.com
- By appointment:
Mon.–Fri.: 7:30 a.m.–6:30 p.m.,
Sat. 8:00 a.m.–2:00 p.m. (same day based on availability)
- Urgent care walk-ins:
Mon–Fri: 8:30 a.m.–4:30 p.m.

Have to Travel for Care?

GET THE FACTS ABOUT YOUR COVERAGE

When it is necessary for you to travel for medically necessary treatment or diagnostic services that are not available locally, the Medical Plan helps to pay some of your travel expenses for care within the contiguous limits of the U.S., Alaska and Hawaii.

IMPORTANT: Before you go, submit the Travel Preauthorization Form (on aseahealth.org). The Plan does not pay travel benefits (except for emergencies) without preauthorization.

MEDICAL REASON*	TRANSPORTATION BENEFIT	FOOD AND LODGING BENEFIT
Medically necessary treatment, if not locally available	After your deductible, the Plan pays for a limited number of visits per Plan year: <ul style="list-style-type: none"> • Round-trip coach class airfare; or • IRS mileage allowance for ground transportation if over 100 miles to nearest treatment facility 	Plan pays actual expenses, subject to the deductible, up to: <ul style="list-style-type: none"> • \$31/day without overnight lodging; or • \$80/day with overnight lodging • Additional up to \$31/day for parent/legal guardian or companion of incapacitated adult
Diagnostic testing, if not locally available	Plan pays for one diagnostic trip/year. Travel must occur within 24 hours before and after testing. Plan pays a portion of the allowable expense after the deductible: <ul style="list-style-type: none"> • Plan A, B, & D = 80% • Plan C = 20% 	
Emergency conditions requiring immediate transfer to a hospital with special facilities	Plan pays 100% for air or ground ambulance, subject to the deductible and coinsurance	Plan pays for one primary care parent/legal guardian for newborn child, subject to the deductible: <ul style="list-style-type: none"> • \$31/day without overnight lodging; or • \$80/day with overnight lodging
Second surgical opinion, if not locally available	Plan pays for one trip/year, subject to the deductible. <ul style="list-style-type: none"> • Round-trip coach class airfare; or • IRS mileage allowance for ground transportation if over 100 miles to nearest treatment facility. 	Plan pays actual expenses, subject to the deductible, up to: <ul style="list-style-type: none"> • \$31/day without overnight lodging; or • \$80/day with overnight lodging • Additional up to \$31/day for parent/legal guardian or companion of incapacitated adult
Surgery in other locations, if less expensive	Plan may pay a portion of allowable expenses if the actual total cost of surgery, hospital room and board, necessary lodging and travel to another location is less expensive than the Plan's allowable expense for the same services at the nearest facility.	
Planned, non-urgent surgery through BridgeHealth	Plan may pay 100% for first-class, round-trip airfare for you and a companion; no deductible or coinsurance	Plan may pay 100% for you and a companion; no deductible or coinsurance

*Does not apply to audio, dental or vision plans. Please refer to the Plan Booklet for benefit limitations and other coverage details.

Where to Go for Answers

GET KEY CONTACT INFORMATION ONLINE

The Health Trust website puts benefit information at your fingertips. And if you're looking for the phone number or website of a service provider (like Zenith or Aetna), it has that, too. Go to the Health Trust website at www.aseahealth.org and under Support, click Key Provider Contacts.

Note: Not everyone has access to email, so the Health Trust mails this newsletter to ensure that all participants receive it.

Health Trust News provides general information about the ASEA/AFSCME Local 52 Health Benefits Trust. For more information, please refer to the Benefits Plan Booklet available on the Health Trust website or call Zenith. In the event of conflicting information, Plan documents and Plan Booklet will govern.



ASEA/AFSCME Local 52
Health Benefits Trust
111 W. Cataldo, Suite 220
Spokane, WA 99201

PRESORTED
FIRST CLASS MAIL
US POSTAGE
PAID
ANCHORAGE, AK
PERMIT NO. 69

MEET YOUR NEW TRUSTEE

Rich Sewell, Statewide Seat



Rich feels it's his duty to be involved and contribute. That's why he has served as a steward and on the Executive Board for the ASEA Local 52 (for 12 years), the Alaska Health Project and the Alaska Center for Public Policy. Now, he is happy to be serving as a Trustee for the ASEA Health Benefits Trust. As Trustee, one of his goals is to help members understand how great their Trust benefits are. "Compared to the marketplace, our members enjoy excellent benefits at a low cost," he notes.

Rich works for the Alaska DOT as an Aviation Policy Planner based in Anchorage with the Department of Transportation and Public Facilities. He earned an MBA and has been a business owner in the past, all of which will help him understand how to protect the Trust's financial interests while advocating for members.

A native of Michigan, Rich loves the quality of life in Alaska. When they're not working, he and his wife are often found trapshooting. "Whenever we travel, we take our shotguns and find trap shooting clubs wherever we go!"

Healthy Reminders

FLU SHOTS

Flu shots are covered at 100%. Get one at a Coalition Health Center or a Caremark network pharmacy (search for one at caremark.com).

HEALTH FAIR LAB TESTS

Mail results to your doctor for your record or make an appointment, if you have questions.

DOT PHYSICALS

Get one at a Coalition Health Center at no cost to you. (NOTE: The CHCs do not provide other work physicals.)