

Healthcare ID Cards

You receive an ID card for medical from Independence Blue Cross and you receive an ID card from Benecard for your prescription drug benefits. Independence Blue Cross issues cards for members and dependents. Benecard issues 2 cards per family with all covered family member names on each card. You are not issued ID cards for either dental (Aetna) or vision (VBA). When you or any of your eligible dependents need to use the dental or vision benefit, they simply use your (the member) Social Security number.

We sometimes get calls from members who want an ID card for all their Health Plan benefits. VBA cards are not available. However, while Aetna no longer issues ID cards, you are able to print out a paper card if it's important to you to have something to show your dentist and/or if you prefer not to use your Social Security Number. Log on to the Aetna website at www.aetna.com and register as a member. On "Your Family Homepage" there is a box that reads "View Member ID cards". Click the icon and you can view / print your Aetna ID. This card will have your unique Aetna ID number, not your Social Security number.

And don't forget that you can find important phone numbers for all our "Health Plan Providers" on our website at www.local22healthplan.org and on the back of your Local 22 calendar.



HEALTH PLAN

SUMMER 2020

WELCOME TO THE HEALTH PLAN'S NEWSLETTER

LOCAL 22 HEALTH PLAN MDLive / CANCER SCREENINGS / MENTAL HEALTH

A lot has changed since our last newsletter in the Fall of 2019. Our commitment to making sure we're available to answer your phone calls and helping you access your benefits regardless of what's going on around us hasn't changed.

Throughout the Spring, we spent part of our time working remotely and part of each week working in the Health Plan office. Fortunately, when we renovated the offices we established an IT system that facilitated our ability to work from outside the office, if necessary. While we were thinking more of snowstorms than a global pandemic, the technical result was the same. Our set up allowed us to remain fully operational when businesses like the Plan were asked to work from home, when possible.

Since we moved into the "yellow" zone in early June we have been back, full time, in the office. Some of the procedural changes we had to make while members were unable to access the office are going to stay in place and we think you'll find them more convenient. Call the office if you want to add or remove a dependent and we can let you know how you can provide this documentation.

Generally, it is no longer necessary to come down to the office, in person, to drop off a copy of a:

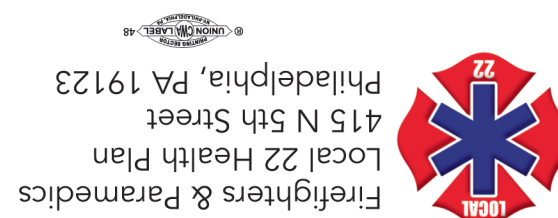
- ✓ Birth certificate
- ✓ Marriage certificate
- ✓ Divorce decree

You can provide the documents electronically. BUT, you must call the office first so we can tell you what needs to be included with your documentation.

Cancer Screenings

Unfortunately, we were forced to postpone the cancer screenings we planned to offer this summer since scheduling needed to be completed in the Spring. We will reschedule for a later date and will keep you posted when a date has been decided.

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MDLive

Just a reminder that, effective May 1st, the Health Plan's telemedicine benefit is provided through Independence Blue Cross at MDLive. This benefit is provided to you and your eligible dependents at \$0 copay. If you haven't already done so, we encourage you to activate your account with MDLive now, even before you may need to use it, to avoid any unnecessary hassle when you are sick and just want to get through to a doctor more easily.

Registering only takes a few minutes:

- ✓ Call **877-764-6605** **OR**
- ✓ Go to **www.MDLIVE.com/IBX**

When you register you will need your Independence Blue Cross medical card handy because **you must have your Blue Cross ID number to register.**



When should you use virtual doctor visits?



Mental Health

Taking Care of Yourself

When stress strikes, self-care frequently takes a backseat. You may notice that your focus is on everyone else's needs, your never-ending to-do list, or worrying about the future. But it's during difficult times that we need to care for ourselves the most. The following tips are often easier said than done, but they can help keep stress levels manageable:

- Get back to basics: try to eat healthy, exercise when possible, get some sleep
- Stay connected: It's important to share your thoughts and feelings with a friend or family member. Make a point of reaching out, even if it's just by phone.
- Take a break. Like we said, often easier said than done, particularly for parents with children still at home. But give yourself a little time doing something you truly enjoy. Being able to clear your mind of worries is important during stressful times.
- Ask for help. If you or a loved one need additional support, MHC is available 24/7 to provide confidential assistance. Therapy sessions are available in person and online. Call MHC at **800-255-3081** or visit their website at www.mhconsultants.com to speak to a case manager.

2021 Incentive

FY 2021 Incentive – Details for the Incentive program can be found on – www.local22healthplan.org – in the “WELLNESS” HEADER – click on “Incentives - Heart Scan - Sleep Apnea - IBX Wire”.

4 Consultations / engagements with Guardian Nurses has been added to last years list as an incentive to take advantage of our Nurse Advocate Program.

You are responsible to provide the documentation to the Health Plan to qualify for the incentive DOCUMENTATION MUST BE RECEIVED BY JUNE 30, 2021

Mental Health

Mental Health Consultants (MHC)

The recent outbreak of the coronavirus (COVID-19) disease can be overwhelming and cause strong emotions in both adults and children. It's important to pay attention to how you and your family are feeling and acting. Following the tips below can help take care of your emotional health and to support those that you care about.

Recognize the Signs of Distress

Short-term stress can actually boost our immune system and make us more equipped to respond to or overcome challenges. BUT, prolonged anxiety and stress can interfere with both our physical and emotional health. Being able to recognize the warning signs of distress can help us understand when we or our loved ones may need additional help.

Some common signs of emotional distress include:

- Difficulty concentrating
- Disrupted sleep, nightmares, restlessness
- Social withdrawal
- Headaches, physical tension or pain
- Changes in appetite
- Increased use of alcohol or other drugs

Local 22's Guardian Nurses

Local 22's Guardian Nurses



Kiki

Local 22's partnership with Guardian Nurses has proven to be a great success for our members and dependents in dealing with our Healthcare issues. The Guardian Nurses service has been expanded from just 1 Mobile Care Advocate (Kiki) to an additional Chronic Care Manager (Kelly). We have also added Consultations and Engagement with Guardian Nurses as a part of the Wellness Incentive Program. To contact Guardian Nurses call Kiki at **484-803-2198** or contact the Health Plan at **215-440-4421(22)**



Kelly