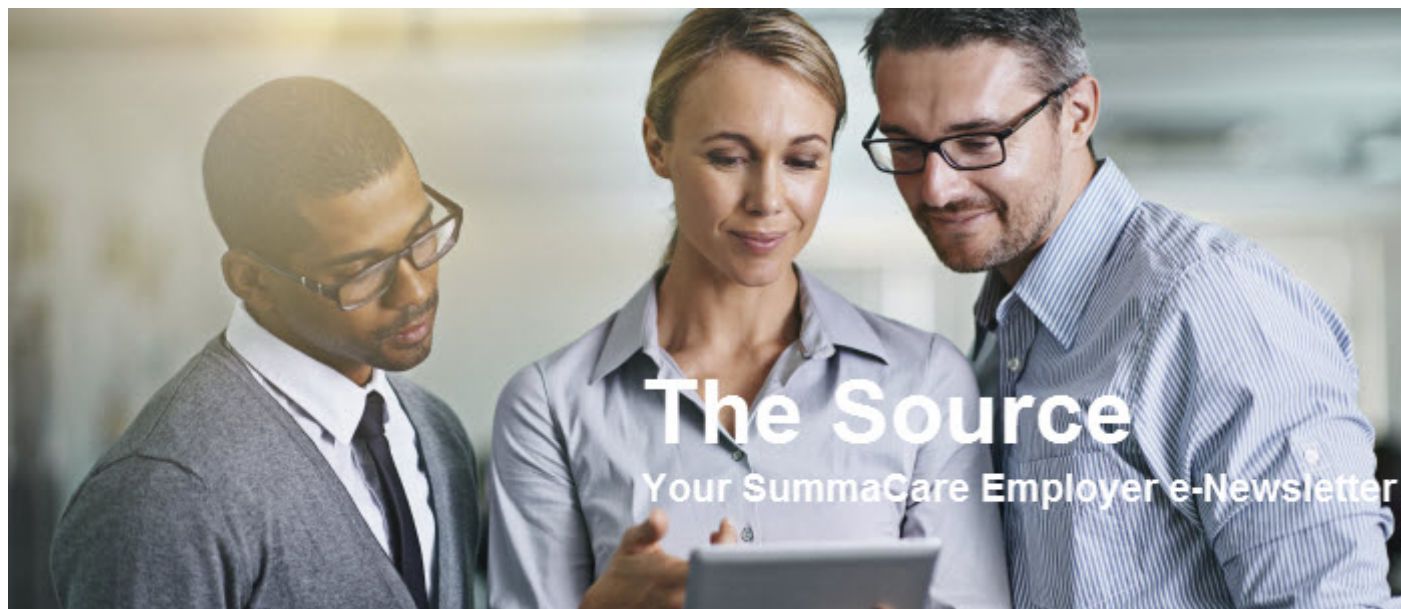


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March 2017

Join us at the 9th Annual Wellness 360 Conference

Join SummaCare at the 9th Annual Wellness 360 Conference, Thursday, April 27, 2017 at the NEW Center at Northeast Ohio Medical University in Rootstown.

This year's conference, Wellness Re-Defined, will feature keynote speaker Laura Putnam, along with a diverse group of sessions and speakers to provide you with the latest in work site wellness.

[Learn more about the conference](#), [inquire about vendor registration](#) or [register to attend the conference today!](#)

Coordination of Benefits (COB) Redetermination Process

Beginning May 1, SummaCare will be conducting our coordination of benefits (COB) redetermination process for all commercial fully-insured group members, with the exception of new SummaCare groups effective in 2017.

COB is the procedure used to pay for healthcare expenses when employees and/or their dependents are covered by more than one healthcare plan.

Beginning in May, a new claim received by SummaCare will trigger a member letter explaining COB and how the SummaCare member can update his/her information via [Plan Central](#), by paper form or by calling into Customer Service.

If no response is received within 15 days of receiving the request to update COB information, the claim will move from a pending status to a claims denial

until the COB information is updated.

If a member has any questions, please call SummaCare Customer Service at 330-996-8515 (TTY 1-800-750-0750).

Affordable Care Act 1095 Tax Form Information

SummaCare recently mailed 1095-B health insurance tax forms for 2016 to all On/Off Marketplace group members and all Off Marketplace individual members. In the event your employees ask about the 1095 tax forms, please contact your designated SummaCare Account Manager.

COBRA Administration Services Update

CONEXIS is one of the nation's most experienced and trusted COBRA administrators, providing services to organizations nationwide since the inception of the law. They are strongly committed to providing outstanding customer service while ensuring strict compliance with COBRA rules and regulations.

For your reference, SummaCare provides COBRA continuation administration services as a value-added benefit to our COBRA-eligible employer groups (typically 20 or more enrolled employees).

To contact CONEXIS with any questions about your COBRA continuation services, please call 888-678-4872 or email csehnancedservices@conexis.com.

Wellness Services Available from SummaCare

SummaCare clients have access to a variety of wellness services provided at no charge, including:

-Quarterly lectures (topics change every year)

- Skin Cancer
- Healthy Eating Habits
- Importance of Sleep
- Stress Management
- High Blood Pressure
- High Cholesterol
- Thyroid Disorders
- Strength Training with Resistance Bands
- Super Foods

-Monthly Grab and Go educational material

- Recipes
- Fitness
- Nutrition
- National Health Observances
- Health tips

-Blood pressure and/or BMI and percent body fat screenings

-WebMD Health Manager tools

- Health Risk Assessment with detailed aggregate report
- Customized Rewards tool (used with wellness programs to help engagement and communication)
- Educational material
- Health trackers (exercise, nutrition, stress, mood, tobacco, weight loss)

-Telephonic health coaching

- Weight loss
- Diet
- Physical activity
- Biometrics review

-Disease management programs

- Diabetes
- Asthma
- Heart Failure
- Depression
- Chronic Kidney Disease

-Smoking cessation assistance

- Telephonic coaching
- Nicotine replacement therapy

-Onsite flu shot clinics

-24-hour Nurseline

-PregnancyCare

-Diabetes enhanced benefit, which offers the following benefits at no cost:

- Diabetes education
- Diabetic supplies and glucose monitor- when ordered through Cornerstone
- Annual retinal eye exam

-GlobalFit access

- Offers discounts for gym memberships, educational material, and you can purchase the following through their website: nutrition/weight loss programs, vitamins/supplements, online group fitness classes, and much more.

-EyeMed

- Discounted eye exams and supplies

Your SummaCare benefits include additional opportunities for more customized wellness services, including:

-Health Fairs

- SummaCare will participate as a vendor and assist with finding other potential vendors.

-Individualized programming

- SummaCare can help your clients analyze their population's health and provide direction and resources to support their program.

-On-site biometric screening

- SummaCare uses a vendor that can run the screenings through claims and be covered as a preventive screening. Please keep in mind that SummaCare will only cover one preventive screening per calendar year. Any additional well-visit claims will be subject to copay/deductible costs.

For more information about these wellness services, please contact your designated SummaCare Account Manager.

Section 1557 of the Affordable Care Act (ACA)

In accordance with section 1557 of the Affordable Care Act (ACA), SummaCare now includes a notice of individuals' rights with all member mailings and on our website(s). This notice, referred to as the

Nondiscrimination Notice, contains information about how individuals can obtain plan information.

In addition to the Nondiscrimination Notice, SummaCare maintains a Language Assistance document featuring the top 15 languages in Ohio to let those with limited English know of the availability of language assistance.

View the notice and taglines documents [here](#).

Summary of Benefits and Coverage (SBC) Documents



Under the Affordable Care Act (ACA), employers are required to distribute Summary of Benefits and Coverage (SBC) documents to employees by the effective date of a new plan and/or at the time of renewal.

SBC documents are mandated under the ACA and are designed to provide improved information to consumers and employers in a uniform format so members can better understand their coverage.

SummaCare provides SBC documents to brokers and employers online. To view, download or print SBC documents, please visit www.summacare.com/sbc.

If you would like a hard copy of an SBC document mailed to you, please contact SummaCare Customer Service at 330-996-8700 or 800-996-8701.

If you have any questions about the SummaCare SBC search or the SBC distribution process, please contact your SummaCare Account Executive or Account Manager.

For more information about SBC documents and other provisions and mandates of the ACA, please visit www.healthcare.gov.

Billing and Customer Service Inquiries Information

SummaCare would like to better assist our clients by providing you with the direct phone numbers and/or email addresses you can utilize to reach specific departments:

- Commercial Sales: 330-996-8444
- Customer Service & Claims: 330-996-8700 or CSVC@summacare.com
- Billing & Eligibility: 330-996-8456 or groupbrokerservices@summacare.com
- Enrollments, Changes & Terminations: enrollmentACTS@summacare.com

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