

Regence



IDAHO



# State of Idaho

## Health Plan Transition Overview

June 2024

# Agenda

- Network Overview
- Benefit Plan & Program Comparison
- Transition of Care
- What to Expect
- Q&A

# Meeting Reminders

- Cameras and mics are turned off for attendees. Please use the Q&A function to submit a question.
- The Q&A may not be available for all users right away. Please continue to check back as it can take time to load.
- If the Q&A does not load, or if you have additional questions that were not answered, contact [stateofidaho@regence.com](mailto:stateofidaho@regence.com).
- Presentation slides, Q&As and recording will be shared after the final Lunch and Learn on June 13.



# Network & Providers





**Coverage and support  
for wherever you work,  
live and play**

## **Preferred Network (PPO)**

100% of acute care hospitals & 96% of physicians statewide (PPO & HDHP)

## **Participating Network**

100% of acute care hospitals & 98% of physicians statewide (Traditional Plan)

## **National Blue Card**

95% of U.S. hospitals & 86% of physicians nationwide

## **Global Core**

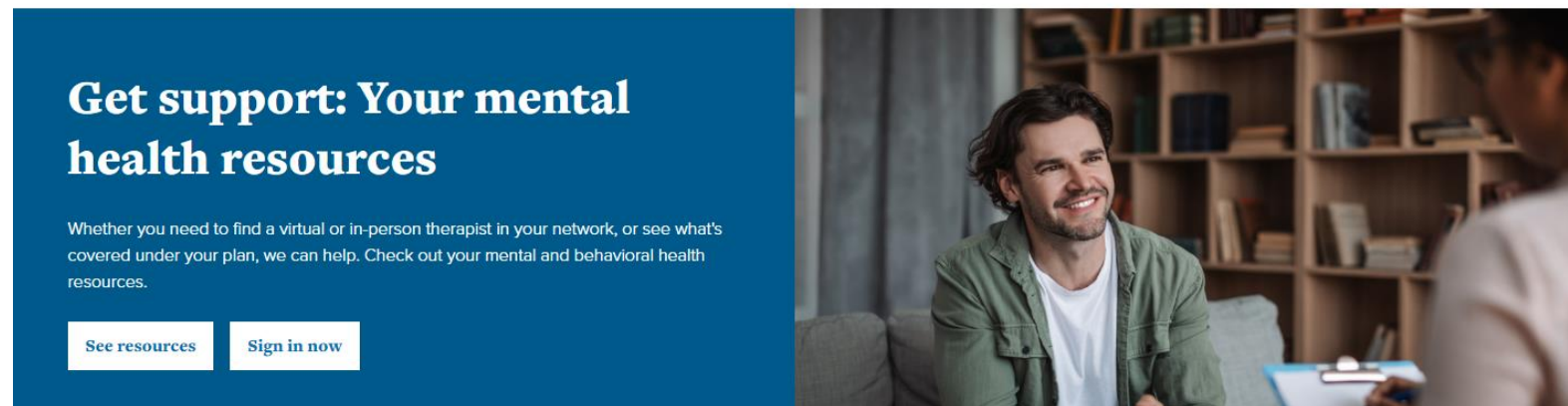
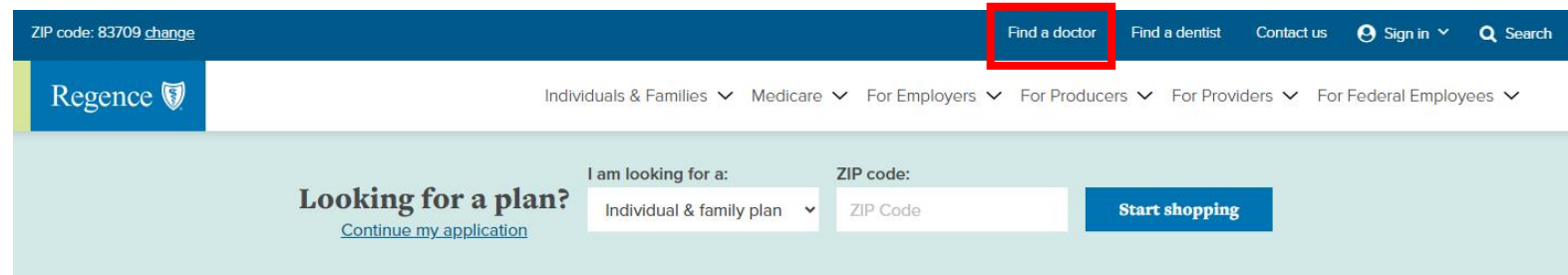
190+ countries around the world



# Find a Provider at Regence.com

Find an in-network provider prior to registering your Regence account

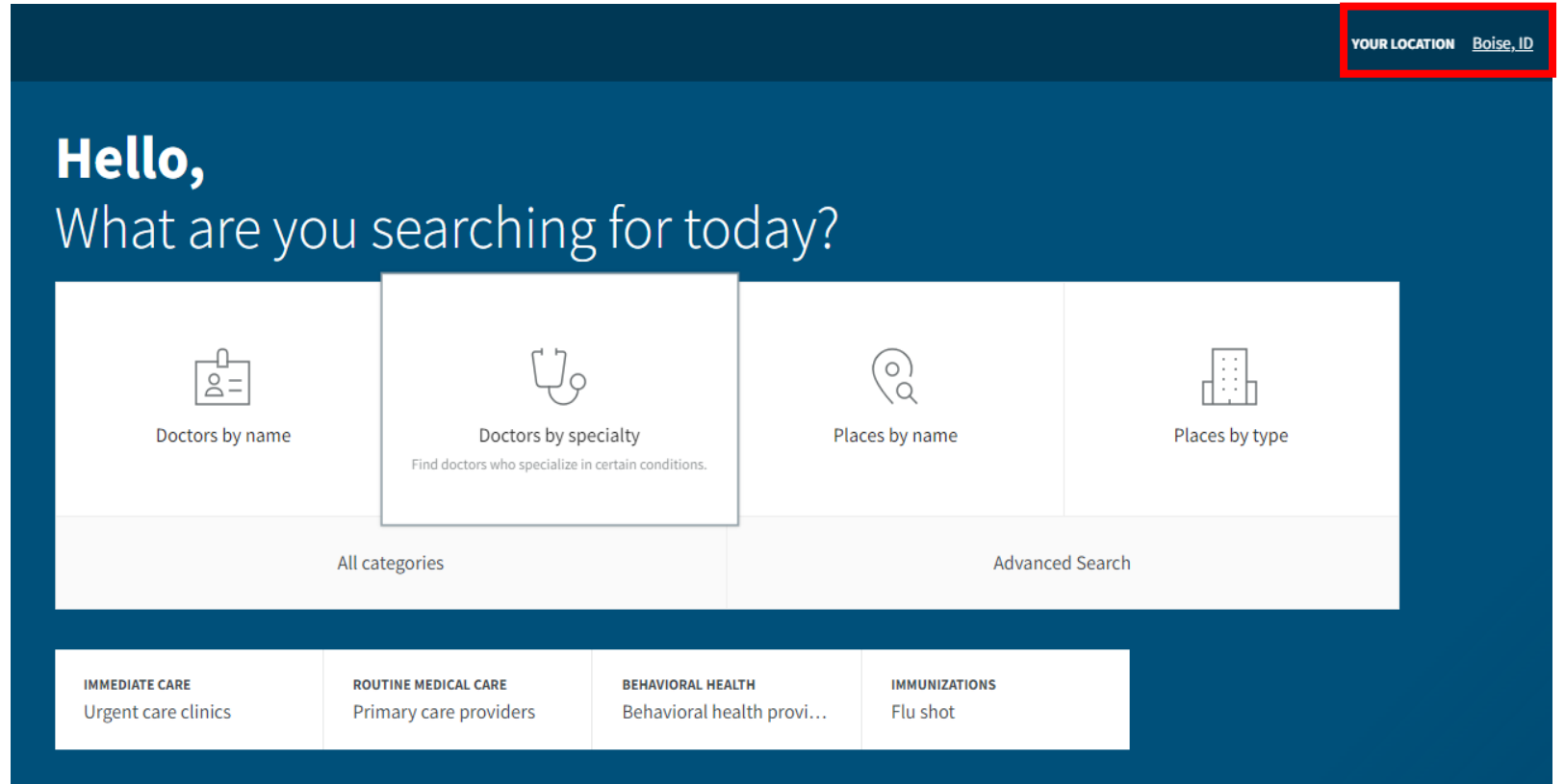
1. Visit [Regence.com](https://www.regence.com)
  - If this is your first time on the website, enter your zip code in the upper left corner first.
2. Click **Find a Doctor** in the top menu



# Find a Provider at Regence.com

Find an in-network provider prior to registering your Regence account

- When asked to choose a network, select Preferred Network for PPO and HDHP plans OR Participating Network for Traditional Plan.
  - Searching for providers outside of Idaho, select National BlueCard PPO OR Participating Network.
  - Be sure to update your location in the top right for an accurate provider list.
- Search for providers by name, specialty or facility.



YOUR LOCATION [Boise, ID](#)

## Hello,

What are you searching for today?

- Doctors by name
- Doctors by specialty**  
Find doctors who specialize in certain conditions.
- Places by name
- Places by type

All categories      Advanced Search

<b>IMMEDIATE CARE</b> Urgent care clinics	<b>ROUTINE MEDICAL CARE</b> Primary care providers	<b>BEHAVIORAL HEALTH</b> Behavioral health provi...	<b>IMMUNIZATIONS</b> Flu shot
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# Benefit Plan & Programs Comparison





# Quick Glance Benefit Comparison - PPO

State of Idaho Health Plan Comparison - Active PPO				
Medical Benefits - Plan Year				
Benefit Category	BCI PPO		Regence PPO	
	In-Network Provider	Out-of-Network Provider	In-Network Provider	Out-of-Network Provider
<b>Deductible - Individual / Family</b> <i>Unless otherwise noted, the deductible applies to covered services</i>	<b>\$350 / \$950</b>	<b>\$600 / \$1,700</b>	<b>\$350 / \$950</b>	<b>\$600 / \$1,700</b>
<b>Out of Pocket Maximum - Individual / Family</b>	<b>\$3,250 / \$6,750</b>	<b>\$6,500 / \$13,500</b>	<b>\$3,250 / \$6,750</b>	<b>\$6,500 / \$13,500</b>
<b>Coinsurance</b>	20%	40%	20%	40%
<b>Office Visits - Primary Care Provider, including urgent care</b>	\$0 copay ChoiceDocs / \$20 copay in-net provider, Deductible waived	40%	<b>\$20 copay, deductible waived</b>	40%
<b>Office Visits - Specialist provider, including urgent care</b>	\$20 copay ChoiceDocs / \$40 copay in-net provider, Deductible waived	40%	<b>\$40 copay, deductible waived</b>	40%
<b>Vendor Telehealth</b>	No Charge, Deductible waived (MDLive)	N/A	<b>0%, deductible waived (Doctor on Demand)</b>	N/A
<b>Ambulatory Surgical Center</b>	20%	40%	<b>10%</b>	40%
<b>Ambulance - Ground</b>	20%	40%	20%	<b>20%</b>

*Vision through VSP: benefits will remain the same.*

Visit [ogi.idaho.gov](https://ogi.idaho.gov) for full plan comparison documents.

# Quick Glance Benefit Comparison - Traditional

State of Idaho Health Plan Comparison – Active Traditional				
Medical Benefits - Plan Year				
Benefit Category	BCI Trad		Regence Trad	
	In-Network Provider	Out-of-Network Provider	In-Network Provider	Out-of-Network Provider
<b>Deductible - Individual / Family</b> <i>Unless otherwise noted, the deductible applies to covered services</i>	\$500 / \$1,400		\$500 / \$1,400	
<b>Out of Pocket Maximum - Individual / Family</b>	\$4,350 / \$8,700		\$4,350 / \$8,700	
<b>Coinsurance</b>	30%		30%	
<b>Office Visits - Primary Care Provider, including urgent care</b>	30%		30%	
<b>Preventive Care</b>	No Charge, Deductible waived		0%, Deductible waived	
<b>Preventive Immunizations</b>	No Charge, Deductible waived		0%, Deductible waived	
<b>Vendor Telehealth</b>	No Charge, Deductible waived (MDLive)		0%, Deductible waived <b>(Doctor on Demand)</b>	
<b>Ambulatory Surgical Center</b>	30%		<b>20%</b>	30%

*Vision through VSP: benefits will remain the same.*

Visit [ogi.idaho.gov](https://ogi.idaho.gov) for full plan comparison documents.

# Quick Glance Benefit Comparison - HDHP

State of Idaho Health Plan Comparison – Active HDHP				
Medical Benefits - Plan Year				
Benefit Category	BCI HDHP		Regence HDHP	
	In-Network Provider	Out-of-Network Provider	In-Network Provider	Out-of-Network Provider
Deductible - Individual / Family <i>Unless otherwise noted, the deductible applies to covered services</i>	\$2,000 / \$ 4,000		\$2,000 / \$ 4,000	
Out of Pocket Maximum - Individual / Family	\$5,000 / \$10,000	\$6,500 / \$13,000	\$5,000 / \$10,000	\$6,500 / \$13,000
Coinsurance	30%	50%	20%	40%
Office Visits - Primary Care Provider, including urgent care	30%	50%	20%	40%
Preventive Care for Specified Chronic Conditions	N/A	N/A	20% Deductible waived	40%
Vendor Telehealth	No Charge, After deductible (MDLive)	N/A	0%, After deductible (Doctor on Demand)	N/A
Ambulatory Surgical Center	30%	50%	10%	40%

*Vision through VSP: benefits will remain the same.*

Visit [ogi.idaho.gov](https://ogi.idaho.gov) for full plan comparison documents.

# Pharmacy Benefits Comparison – PPO & Trad

Pharmacy Benefits – PPO & Trad			
Separate Prescription Medication Out of Pocket Maximum Individual / Family	\$2,000 / \$4,000	\$2,000 / \$4,000	
Deductible Waived for All Tiers			
BCI Tier	BCI Copay	Regence Tier	Regence Copay
Tier 1 – Generics	\$10	Tier 1 – Preferred Generics (typically the least costly at the pharmacy)	\$10
		Tier 2 – Generics and some lower-cost brand products	
Tier 2 – Preferred brand	\$30	Tier 3 – Preferred brand-name drugs that are typically less costly	\$30
Tier 3 – Non-Preferred Brand, Generic Specialty, Preferred Specialty	\$60	Tier 4 – Typically, high-cost brand-name drugs	\$60
		Tier 5 – Preferred specialty medications; may include lower-cost brand or generic specialty medication	
Tier 4 – Non-Preferred Specialty	\$100	Tier 6 – Higher-cost specialty medications; may include higher-cost brand or generic specialty medications	\$100
Medical Services by a licensed Pharmacist available for Albertsons and Safeway Pharmacists	No Charge	Not available	
Diabetes No-Copay Program	\$0 Copay on Preferred medications	\$0 Copay on Diabetes Preferred medications using the Optimum Value Medication List	

# Pharmacy Benefits Comparison - HDHP

Pharmacy Benefits - HDHP			
Prescription Medication Deductible and Out of Pocket Maximum	Shared with Medical	Shared with Medical	
BCI Tier	BCI Coinsurance	Regence Tier	Regence Coinsurance
Tier 1 – Generics	30%	Tier 1 – Preferred Generics (typically the least costly at the pharmacy)	20%
		Tier 2 – Generics and some lower-cost brand products	
Tier 2 – Preferred brand	30%	Tier 3 – Preferred brand-name drugs that are typically less costly	20%
Tier 3 – Non-Preferred Brand, Generic Specialty, Preferred Specialty	30%	Tier 4 – Typically, high-cost brand-name drugs	20%
		Tier 5 – Preferred specialty medications; may include lower-cost brand or generic specialty medication	
Tier 4 – Non-Preferred Specialty	30%	Tier 6 – Higher-cost specialty medications; may include higher-cost brand or generic specialty medications	20%
Medical Services by a licensed Pharmacist available for Albertsons and Safeway Pharmacists	No Charge	Not available	
Diabetes No-Copay Program	\$0 Copay on Preferred medications	No cost share when using the Optimum Value Medication List	

# Program Comparison

Services & Programs	Blue Cross	Regence
Behavioral Health Solution - Virtual	N/A	AbleTo
Behavioral Health Network Extenders	N/A	Charlie Health, nOCD, Boulder Care, and TalkSpace
Diabetes Prevention, Management & Hypertension Management	Livongo	Omada
Discounts & Extras	Blue Extra	Regence Advantages
Disease Management	Condition Support	Care Management Plus
Employee Assistance Program	BPA	ComPsych Guidance Resources
Expert Second Opinion	N/A	2nd.MD
Identity Theft Protection	Experian	Experian
Incentive Consumer Shopping	SmartShopper	Rewards
Maternity Management	Bright Beginnings	Regence Pregnancy Program
Mental Health - self guided digital	N/A	Teledoc Health
Musculoskeletal Care - Virtual	N/A	Hinge Health
Nurse Line	Nurse Advice Line	Advice24
Pharmacy Home Delivery Pharmacy	CarelonRx	Meds Your Way & PillPak at Amazon
Pharmacy Shopping Tool	N/A	Enhanced Medication Support
Specialty Pharmacy	CVS	Accredo
Telehealth - Vendor	MDLive	Doctor on Demand
Weight Management	Wondr Health	Omada
Wellness, Health & Wellbeing	N/A	Regence Empower Incent

# Transition of Care



# Transition of Care

## Medical Care Transitions

- If you have a medical service already approved through the prior authorization process with Blue Cross and the services are planned for after July 1, Regence will honor those authorizations.
  - Blue Cross is providing a report detailing approved authorizations.
- If you know of upcoming services July 1 and after that may require prior authorization, your provider will need to submit the request to Regence starting July 1 for services.

## Pharmacy and Prescription Transitions




- If you are currently on a prescription covered by Blue Cross that requires a prior authorization with Regence, you will receive a 6-month override starting July 1, 2024.
  - If your prescription qualified for an override, you will receive a letter in December notifying of next steps.
  - Please review our prior authorization list - <https://regence.myprime.com/en/forms/coverage-determination/prior-authorization.html>
- Specialty pharmacy prescriptions will transition to one of our preferred specialty pharmacies, Accredo.
  - Accredo will begin outreach to those members with specialty medications later this month and into the new plan year
  - You also have the option to use Walgreens Specialty Pharmacy under your specialty benefit coverage.
- Home Delivery pharmacy services will transition to Amazon Pharmacy which includes the MedsYourWay discount and PillPak options
  - Members with home delivery will be contacted after July 1, with more information






# What to Expect



<b>Regence</b> 		<b>Preferred</b>		
<b>PPO</b>				
Subscriber Name <b>SUBSCRIBER SAMPLE</b>		Member Name <b>00 SUB SAMPLE</b>		
ID NO <b>IDC 123456789</b>				
Group No. <b>10060598</b>	Copay <b>\$20/\$40</b>	Med Ded <b>\$350/\$950</b>		
	Med Out-Net Ded <b>\$600/\$1700</b>	Med OOP Max <b>\$3250/\$6750</b>		
	Med Out-Net OOP Max <b>\$6500/\$13500</b>			
RxBIN <b>610648</b>	RxPCN <b>01820000</b>			
Rx OOP Max <b>\$2000/\$4000</b>				
				

# What to Expect

- Member ID cards are scheduled to be mailed the week of June 17.
- Once you have your ID card, be sure to sign up at [Regence.com](https://www.regence.com).
- Every plan member, including dependents will receive an ID card.
  - Your Regence ID card will be used for your VSP Vision plan.
- Replace your BCI ID card with your new Regence ID card on July 1.
  - BCI will issue new dental ID cards, July 1.
- Contact your providers/pharmacies and share your new Regence ID number, group number and Rx information.
- After July 1, confirm paycheck benefit deductions are accurate.
- You may be receiving communication from Regence and our vendor partners. These communications will include important details about your benefits and a call to action.

<b>Regence</b> 		<b>www.regence.com</b>	
<b>Members:</b> See your benefit booklet for covered services. Possession of this card does not guarantee eligibility for benefits.		Members Call <b>1 (800) 854-5585</b>	Outside of Area <b>1 (800) 810 BLUE (2583)</b>
<b>Hospitals or Physicians:</b> File claims electronically with local Blue Cross and/or Blue Shield Plan.		<b>www.regence.com/provider/home</b>	
		Providers Call <b>1 (800) 475-1149</b>	Pharmacies Call <b>1 (844) 765-2897</b>
		EAP <b>1 (800) 922-2687</b>	VSP Vision Care <b>1 (844) 299-3041</b>
		Doctor on Demand <b>1 (800) 997-6196</b>	
Regence BlueShield of Idaho is an Independent Licensee of the Blue Cross and Blue Shield Association.			

# Confidential Communications

Communication directives are not expected to transfer with enrollment from Blue Cross. You must take action to ensure those preferences continue with Regence.

- **Authorization to Disclose Information**

- Members who want to authorize another individual, family member or caretaker to access their protected health information should submit an Authorization to Disclose. The authorization is valid for two years.

- **Confidential Communications**

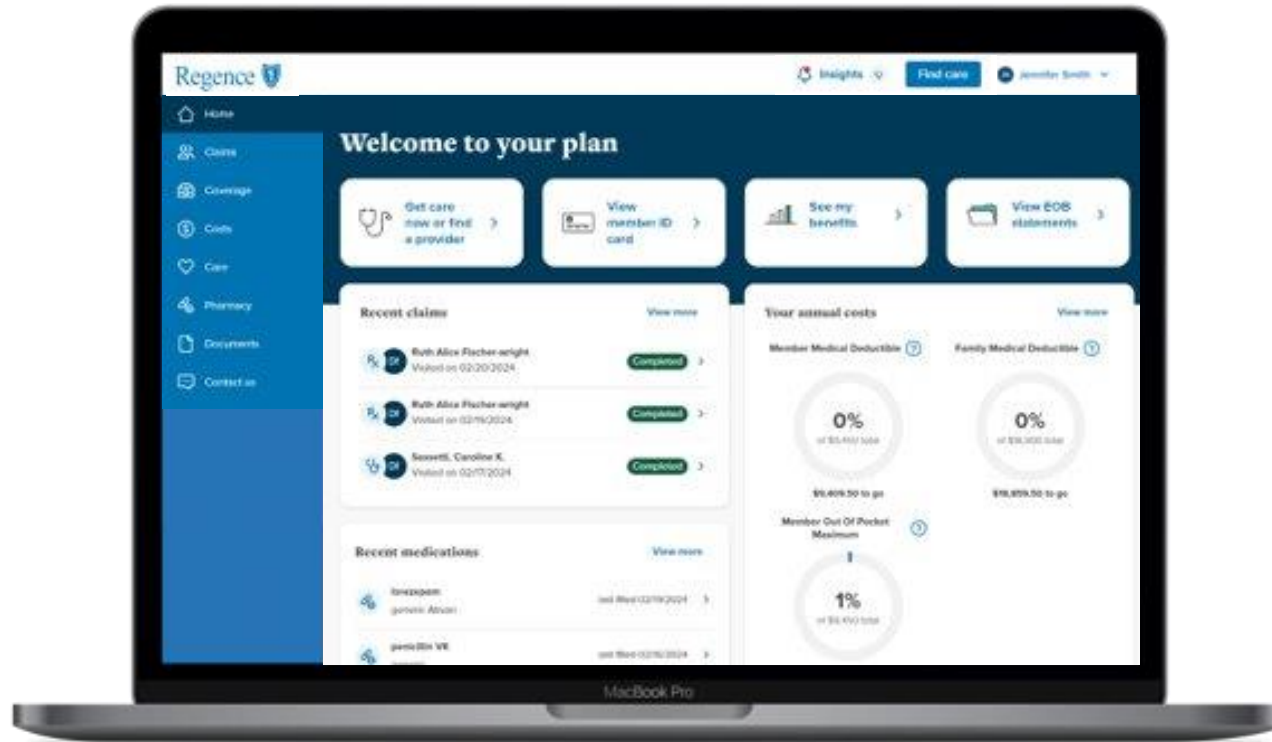
- A confidential communications request ensures that Regence will not disclose member information to anyone other than individual without their authorization. All protected health information will be sent to the contact information provided by the member instead of the policy holder.

- **Non-Disclosure Directive**

- A dependent can submit a Non-Disclosure Directive to redirect their personal health information to the contact information they specify. The dependent can choose to limit the directive to only sensitive health conditions (e.g. mental health) or apply it to all health information.

Once you create an account at [Regence.com](https://www.regence.com), you can easily access the necessary forms in the member dashboard under the Documents section.

# Innovative and Intuitive Member Portal at Regence.com



## Everything in one place

- Digital member ID cards for the family
- Access to health profiles for members and dependents in one place
- Snapshot of deductibles and expense status
- Detailed benefits coverage
- Find care and provider search
- Recent claims information
- Customer Service chat and more

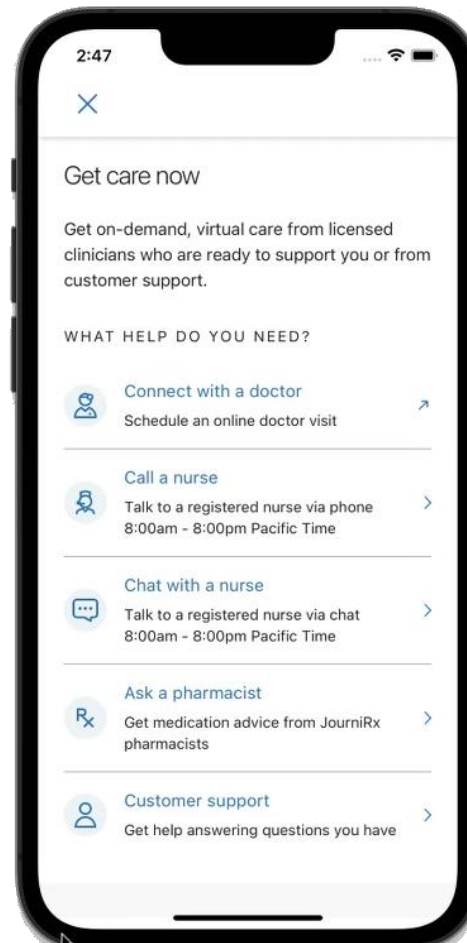


# Regence App

Everything you need on the go



To create your account, all you need  
is your member ID card



- Digital ID Cards for you and your family
- Find Care support
- Contact Customer Service, phone and live chat
- Personalized insights
- Comprehensive access to care resources
- Care Timeline and more





# We're here to help.

**Regence Customer Service is available  
Monday – Friday, 6 a.m. to 9 p.m. MT  
Saturday 9 a.m. to 5:30 p.m. MT**

- Phone: 1-800-854-5585
- Email and live chat available through the Member Portal at [Regence.com](https://www.regence.com).

We will be capturing questions from our sessions and will create an FAQ that will be sent out after the final session.

Questions from today's Lunch & Learn, please email [stateofidaho@regence.com](mailto:stateofidaho@regence.com).

