
New Ventures

A newsletter for YHP Medicare Participants

Summer 2003

Retiree/Medicare Coordinator

The Medicare/Retiree Coordinator, (432-8134) serves as a resource to retirees who continue to receive primary care services at Yale Health Plan after they transition to Medicare.

Services provided include orientations for new retirees and Medicare participants as well as updates on relevant health care issues, benefits and Medicare. Assistance with matters such as meals on wheels, visiting nurse and home health care, hospice, transportation issues, and many other issues related to elder care is also offered.

Due to the large volume of Medicare participants in need of assistance, we ask that you call for an appointment (203-432-8134) in advance.

Copies of insurance cards

Please send copies of your Medicare and Hartford Insurance cards to the YHP Accounting department, room 414. This information is required in order to bill for services provided at Yale University Health Services. If a copies of your cards are not provided, you will be billed directly.

Retiree Major Medical claims

Medicare participants enrolled in the Yale University Retiree Major Medical plan may drop claim forms and bills in the claims boxes at YUHS: (1) on the first floor opposite the elevators, (2) on the fourth floor outside the Claims Department. Please do not submit retiree major medical claims to the Medicare/Retiree Coordinator as it will slow down the refund process.

IF YOU NEED CLAIM FORMS OR INFORMATION ON THE CLAIMS PROCESS, PLEASE CONTACT ELAINE HARRIS IN ROOM 403 OR CALL HER AT 432-7513. Prescriptions must be submitted within one year of the date of service and must be purchased in the U.S to be eligible for reimbursement. This benefit is administered on a calendar year basis.

A word about referrals

Your YHP clinician may refer you for specialty services outside of YHP. Once you have established an ongoing relationship with a specialist, it is not necessary to obtain additional referrals from Yale Health Plan for follow-up visits.

1The referral may be generated and approved within the department and a copy of the approved referral given to you at the time.

1The Referral Department is located on the 4th floor (room 416). The referral representative will indicate on the form that charges are to be billed to Medicare.

Your copy of the referral form must be presented when you arrive for your appointment at the specialist's office. You must also present your Medicare and ITT Hartford or other secondary insurance cards at this time. Medicare and your supplemental insurance plans are responsible for payment of these services.



To replace a Medicare or Hartford insurance card call . . .

Medicare 1-800-772-1213

The Medicare number is always printed on your Explanation of Medicare Benefits (EOMB).

Hartford - American Financial Services - 203-949-1738

Always identify yourself as a Yale Retiree and give the correct group number (AGP-1816).

Bills from non-YHP providers

Call your providers office to find out why you are being billed. Usually the provider's office does not have your Medicare and supplemental insurance information and can't submit claims to your insurance carriers. If so, you can give them the necessary insurance information.

If the provider's office has not been paid by your insurance carriers, you may need to contact either Medicare or Hartford ITT. If you find that you cannot resolve the situation, please call the Medicare/Retiree Coordinator at 432-8134 for advice.

Medicare Summary Notices and EOBs

Save Medicare notices for one year in case of billing discrepancies. Do not send them to YHP as we will return them to you.

Prescription benefits paid at 100%

Following an inpatient hospital stay or one-day outpatient surgery, prescription charges for a six month period are reimbursed at 100% for the first \$500 in expenses.

To be eligible for this benefit, the Medicare Explanation of Benefits for the hospital services or the hospital Discharge Summary must be presented to the YHP Claims Department room 403, before purchasing medication at the YUHS Pharmacy. If documentation is not on file, you will be required to pay the 20% coinsurance amount and then submit a claim with documentation to the Major Medical Processing Center for reimbursement.

For additional information, please call 432-7513.

Glaucoma screenings

The YHP Ophthalmology Department offers walk-in glaucoma screenings from 1:00 to 2:00 pm on the first Monday of each month. No appointments are needed. These screenings are not for those who have already been diagnosed with Glaucoma.

Senior Health Fairs

Coming this fall . . . More senior health fairs! Three events are scheduled: in **Hamden on Tuesday, October 21**, in **Branford on Thursday, October 23** and another to be announced for the New Haven area. Events will include blood pressure screenings, flu immunizations, medication consultations and discussions about a range of health issues. Lunch will be served. Mark your calendars.

Important Phone Numbers

Medicare/Retiree Coordinator	203-432-8134
University Retiree Processing Center	203-432-7513
YUHS Toll-Free Number (U.S./Canada)	1-877-947-2273
Member Services	203-432-0246
Internal Medicine	203-432-0038
Pharmacy	203-432-0033
Yale Benefits Office	203-432-5550
Social Security	1-800-772-1213
Medicare (enrollment/replace card)	1-800-772-1213
ITT Hartford* (billing/claims issues)	1-800-368-3653
American Financial Services* (to replace ITT Hartford cards)	203-949-1738



*Identify yourself as a Yale Retiree, group AGP-1816

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published by Yale Health Plan

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