
NEW VENTURES

A Newsletter published by Yale Health Plan for Medicare Participants

Summer 1999

Attention New Medicare Participants

If you have recently enrolled in Medicare, you will be receiving a Medicare information packet. Please take the time to review the materials in the packet. Complete the "Authorization to Bill Medicare" form and return it with a copy of your Medicare and ITT Hartford cards in the envelope provided. This form allows us to bill Medicare for services you receive at the University Health Services Center. Margaret Hionis will be contacting you to schedule an appointment for an orientation session during which she will review the packet items and answer any questions you might have.

Pharmacy News

Extensive renovations of the University Health Services Pharmacy began in late June. These changes are in response to suggestions from our members.

When the project is completed in the fall the traffic flow problem should be alleviated since separate lines will be provided for prescription drop-off and pick-up. You can anticipate improved traffic flow, shorter waiting time for pharmacy services, easier and more efficient refill procedures and increased availability of pharmacy staff to assist you.

Another exciting aspect of this renovation will be a new computer system that will provide faster service and more complete checking of your medical records. Medication labels printed by the new system will be easier to read, and will contain new information including exact instructions on how to take the medication, what the medication was prescribed for and complete information about possible side effects.

During the reconstruction process:

- The pharmacy will move to room 405 on the fourth floor of the UHSC.
- The prescription drop-off box will stay in the first floor lobby.

- The prescription refill recording line telephone number (203-432-0033) will continue to be available 24 hours a day, 7 days a week.

Information Desk

The new information desk in the first floor lobby is an extension of the Member Services Department. You can leave materials or prescription receipts for Margaret at the information desk. Connecticut General Claim forms may also be picked up at this location.

Appointments with Medicare/Retiree Coordinator

Please call Margaret to schedule an appointment if you have a billing problem you can't resolve. Often the information needed to rectify the situation can be obtained over the telephone. You can send the bill and a copy of the Explanation of Medicare Benefits (EOMB) to Margaret who will research it and advise you if and when it is resolved.

If you make an unscheduled visit and Margaret is in conference, check with a representative in Member Services to see if she will be able to meet with you. If not, Margaret will call you to set up an appointment. If you choose, you can leave a message for Margaret or drop off materials in the Member Services Department.

ITT-Hartford Claims Procedure

When you receive services at a physician's office or a medical facility, the provider of the service normally bills Medicare directly. Medicare pays their part of the claim and the payment information is forwarded to ITT-Hartford. Look for a comment in the notes section of the Explanation of Medicare Benefits (EOMB) indicating that the claim information is being sent to your supplementary insurance carrier for payment. When this happens ITT-Hartford pays their portion and sends you a copy of the payment information for your records.

If there is no indication that the information is being sent on to ITT-Hartford, you must send the Medicare payment information (EOMB) to ITT-Hartford so that the balance of the bill can be paid.

The following steps should be taken when you receive a bill that indicates a payment from Medicare only.

1. On the Explanation of Medicare Benefits (EOMB), print the following information to the right of your name.
 - today's date
 - Group No. AGP-1816
(If you reside in Florida, Illinois or Vermont the Group number is AGP-2233)
 - if you have paid the bill yourself which some providers require, write **Pay Member**, so that payment can be made to you
 - If you have not paid the bill then write **Pay Provider** and include any bills you may have received from the physician.
2. Make a copy of the notated Medicare statement and keep it for your records.
3. Send the Medicare statement and any bills from that provider to:
Hartford-ITT
P.O. Box 11910
Alexandria, VA 22312

If there is no response within one month, you can contact the ITT-Hartford Claims Office at 1-800-368-3653. Always indicate what group you belong to: **AGP-1816 or AGP-2233**.

Please note: the above process can be used for any bill that is outstanding and on which Medicare has made payment. Many times ITT-Hartford does not receive the correct data and cannot process a claim for supplemental benefits. This causes repeated billing to the patient. Please use the above process for any bill that seems to be taking an extended period of time getting paid.

Replacing Lost Cards

If you need another Medicare or ITT-Hartford card, please call:

Medicare 1-800-772-1213 ext: #4

Have your Medicare number ready. Remember that it is not always your Social Security number. The Medicare number is always printed on your Explanation of Medicare Benefits (EOMB).

ITT - Hartford - 203-949-1738

Always identify yourself as a Yale Retiree and give the correct group number.

Parking provided in two lots at the UHSC

Parking is available at no charge in a parking lot adjacent to the University Health Services Center as well as in Lot 37 across from the UHSC near the corner of Hillhouse Avenue and Trumbull Street.

The Center for Medicare Advocacy
has an interesting website:

www.medicareadvocacy.org

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