

LSU *first*

THE LSU SYSTEM HEALTH PLAN

The LSU System Health Plan will be known as LSU First effective July 1, 2008. Our new logo is a reminder that with this Plan, you come first!

This change will help us continue to deliver quality health care to LSU employees at an affordable price.

The LSU First team includes:

- LSU System – Continues to sponsor the Plan and is financially responsible for paying your claims.
- CIGNA – Your new claims administrator.
- Express Scripts – Your new pharmacy benefits administrator.
- First Choice Providers – Continue to be available as your 100% coverage network.
- Managed Care Concepts, Inc. (MCC) – Continues as your partner for chronic care management and is now responsible for catastrophic case management, too.

Whether you are healthy, have some health concerns, or live with a chronic condition, LSU First will help you make the most of your benefit dollars and coverage.

Learn more about LSU First

From 4/1/08–6/30/08[†]

- 1.866.LSU.0742
(1.866.578.0742)

Beginning 7/1/08:

- 1.866.929.LSU1
(1.866.929.5781)
- www.lsufirst.lsu.edu
- Attend an Annual Enrollment meeting

[†]Representatives are available weekdays from 7 a.m. to 5 p.m. CT. Or you may contact your local Human Resources Department.

What's new and improved for 2008?

In addition to our new logo and new partners, we have some great news that you should know.

New Support Program.

We are adding an Employee Assistance Program (EAP) that provides support for many of life's challenges. From finding trusted child care and contractors to understanding your legal rights, or to helping you through a stressful time, the EAP is available to help. In addition, when you need to talk, all members have up to three visits with an in-network counselor.

More Hospitals in First Choice.

At least nine (9) additional hospitals across the state will become First Choice Providers, effective July 1, 2008.

Better Pharmacy Resources.

- Express Scripts can help manage your pharmacy benefits. Enjoy online access, easily order refills and check medication prices.
- Receive year-round communications through Express Scripts' ChoiceMatters program that help you find the best value prescription drugs and support your health care decisions.
- CuraScript, a specialty and injectable medication pharmacy, will offer patient counseling, education, convenient delivery and complementary medical supplies.

Ten more things to know

- 1** **Current Plan (Definity) Members will be automatically enrolled in LSU First.** There's no need to take any action unless you prefer to complete an enrollment form. You must complete a form if you have a new address or need to confirm your address!
- 2** **You must use a new Member ID card.** It's important that you confirm your mailing address during enrollment time, so that the ID card will arrive at the correct address. You will need the card in order to receive benefits after July 1, 2008.
- 3** **You will keep your Health Reimbursement Account (HRA) balance.** HRA balances will be transferred from Definity to CIGNA.
- 4** **Most doctors, hospitals and pharmacies remain in-network.** Approximately 97% of doctors and hospitals are still in-network. The existing First Choice Providers will remain available, as well as the local and nationwide network through CIGNA Open Access Plus. In the event a provider doesn't participate with CIGNA Open Access Plus, Verity providers can be utilized for in-network benefits. 100% of your pharmacies will remain in-network.
- 5** **Health benefits are the same.** You will notice slight terminology changes, but the coverage and amounts (HRA, deductible, coinsurance, out-of-pocket max) stay the same. As usual, the LSU System will allocate a certain amount of Benefit Dollars, based on your coverage category, to your HRA on July 1, 2008. The maximum rollover amounts remain the same.
- 6** **100% coverage still applies in a number of instances.** This includes:
 - Preventive care – Get these important exams, screenings and immunizations at no cost.
 - Upfront HRA dollars – Your HRA still pays first at 100% of eligible medical and pharmacy expenses, while benefit dollars are available.
 - Generic drugs – Continue to be paid at 100% after your current plan year HRA is exhausted. You keep any rollover dollars you may have accumulated.
 - First Choice Providers – Services received from these providers continue to be covered in full when your current plan year HRA is exhausted. You keep any rollover dollars you may have accumulated.

LSU First will deliver a single health care experience.

ONE ID card
Toll-free number
Web site

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Now about LSU First

7 **Critical Illness Direct Cash Benefit continues to offer peace of mind.** Available to all employees as part of your Plan coverage, this benefit provides a direct cash payment upon submitting the necessary claim forms. It applies to the following critical illnesses. See the Summary Plan Description for additional details.

- Heart attack
- End-stage renal failure
- Stroke
- Internal cancer
- Major organ transplant
- Coronary artery bypass surgery

8 **Mail order pharmacy will be available through Express Scripts.** If you or a family member take a maintenance medication (one you probably take each day), then mail order pharmacy is a convenient, money-saving option. You receive a 90-day supply, and shipping is free.

- If you currently use the Definity/Medco mail order pharmacy, your remaining refills will automatically be transferred to Express Scripts with the exception of compound medications and controlled substances.
- Learn more about the savings, safety, service, convenience and how to get started using mail order in other communications later this spring.

9 **You can still talk one-on-one with a nurse.** Support is available for those managing a chronic condition, as well as those with questions about everyday health topics.

- If you currently speak with an MCC nurse about a specific health condition such as cardiac and respiratory diseases, hypertension (high blood pressure) or diabetes, you can continue with your same nurse. As of July 1, you will simply use a different phone number. Those Members currently in acute/catastrophic case management with Definity will be transitioned to MCC effective July 1.
- If you would like to speak with a nurse about a wellness topic, you should continue to call the Definity Health Coaches through June. As of July 1, this service will switch to the CIGNA Health Advisors. These nurses have similar backgrounds as the health coaches and offer similar support.

10 **We are simplifying Member Service.** You should continue contacting Definity Health regarding any claims incurred through June 30, 2008. During Annual Enrollment, you will begin using a dedicated LSU First toll-free number and Web site. In addition, the Member Advocate will continue to be a resource with LSU First.



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