

MICHIANA AREA ELECTRICAL WORKERS' FRINGE BENEFIT FUNDS

Michiana Area Electrical Workers' Health and Welfare Fund
Michiana Area Electrical Workers' Plan 4
Michiana Area Electrical Workers' Pension Fund
Michiana Area Electrical Workers' Money Purchase Plan

Managed for the Trustees by:
TIC INTERNATIONAL CORPORATION, INC.

February 2020

TO: ALL PARTICIPANTS OF THE MICHIANA AREA ELECTRICAL WORKERS'
HEALTH AND WELFARE FUND

RE: UTILIZATION REVIEW AND CASE MANAGEMENT SERVICES CHANGES

Dear Participant:

The Board of Trustees is pleased to announce that effective March 1, 2020 the Fund will move the Utilization Review and Case Management services from Hines and Associates, Inc. to HealthLink, a service provided by Anthem Blue Cross Blue Shield. **Your Fund benefits have not changed.**

UTILIZATION REVIEW (UR)

Utilization Review is the process of reviewing the appropriateness of the quality of care provided to hospitalized patients. UR may be before (prospective), during (concurrent) or after (retroactive) the services are rendered. UR includes pre-certification or approval for an in-patient hospital stay.

Each time the eligible participant or his/her dependent is informed by his/her physician that a hospital stay is necessary, the hospital stay must be certified by HealthLink. To pre-certify, your doctor, relative or friend must call HealthLink at 877 284-0102.

CASE MANAGEMENT (CM)

Case Management is a process that assists with coordinating quality cost effective medically necessary care or services as needed by participants. It includes a standardized, objective assessment of participant needs, the development of an individualized service or care plan that is based on the needs assessment, and is goal-oriented. The case manager may determine alternative care options. All decisions regarding care are made by the participant and the physician.

Case Management programs focus on improving the quality of care received and controlling the expenses associated with those patients with catastrophic illnesses and injuries. Patients are provided with sufficient information to allow them to make informed health care decisions.

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HealthLink Case Management services will automatically be involved if the diagnosis and/or treatment codes identify the illness or injury as having the potential to cause extended hospital stays or are those that may require extended aftercare or homecare needs upon discharge.

We sincerely believe that by utilizing the Case Management and Utilization Review the Health & Welfare Fund will realize additional savings and participants will receive a more coordinated continuum of care. Therefore, participants are urged to take advantage of these services.

Note: Participants will be receiving new identification cards in the next few days. You should make certain you show this new identification card to your providers.

If you have any questions regarding the above, please do not hesitate to contact the Medical Claims Office at the telephone number listed below.

Sincerely,

Michiana Area Electrical Workers
Health & Welfare Fund
Board of Trustees