

2024 ENCLOSURE NOTICE – PLEASE READ

2024 PREMIUM PAYMENTS

The City of Elmira is making a change to how your payments are remitted for your health insurance.

If you currently are making payment through automatic payment (ACH) or sending checks or money orders for your payment, **you will be receiving instructions in the mail from ebenefit Marketplace for remitting your 2024 payments.** The letter will outline your payment options and instructions you will need to follow. Please contact them with any questions about their instructions. **Mail from ebenefit Marketplace is legitimate mail for your City of Elmira benefits and important.**

Please be advised the last payment that can be received at The City of Elmira through your current payment method will be the payment for December 2023 coverage.

BSWIFT IMPORTANT ANNOUNCEMENT NOTICE

There is an important announcement included separately in this mailing. Please read carefully as there is action required by you. Perry & Carroll, who is City of Elmira’s consultant, is providing support to assist you in logging on to the Bswift portal as required. This is legitimate and they are there to help you with this process. Please contact their office for assistance as described in the notice.

Just as a reminder, it is your responsibility to notify this office of any change in name, address, telephone number or Medicare eligibility (age 65, disability-any age or end stage renal disease-any age). You can make these changes in the Bswift System.

If you wish to cancel your policy at any time you must notify this office in writing 30 days before the requested cancellation date.

HIPAA NOTICE OF HEALTH INFORMATION PRACTICES - ANNUAL REMINDER

A copy of the Chemung County HIPAA Notice of Health Information Practices is available to our subscribers upon request by contacting this office **or** by downloading on-line at www.ChemungCountyny.gov. From the Insurance Department Page, select Insurance Documents and then HIPAA Package. We are providing you this annual notice to satisfy our obligation by law. No action is required by you.

OVER

UHC MEDICARE PLAN UPDATES:

NEW ID CARDS FROM UHC

Any member enrolled in United HealthCare (UHC) Medicare plan will receive a new ID card for plan year 2024 mailed to you directly from the carrier. This is an administrative change only.

EXCELLUS PLAN UPDATES:

Below pertains to any member who does not have Medicare and is enrolled in the Excellus Blue PPO 3 plan.

PROVIDER UPDATE:

WELLNOW has notified Excellus of their intent to leave the Excellus Network as a participating provider effective January 1, 2024. You may continue to use their services through December 31, 2023 as a participating provider. Excellus will continue negotiations in good faith in hopes they will agree to remain a participating provider in 2024. If an agreement is not obtained, WELLNOW will become a non-participating provider in 2024. This is shared with you as a courtesy.

2024 EXCELLUS SUMMARY OF BENEFITS AND COVERAGE (SBC)

The 2024 SBC for members who are enrolled in the Blue PPO 3 Plan are not yet available. The SBCs are prepared by Excellus utilizing the template format as required by the Federal Healthcare Law. Please keep in mind, the document states that it is only a summary. The document indicates that the required examples should not be utilized in estimating your actual costs under your plan. There is also a “Glossary of Health Coverage and Medical Terms” available to assist you with many commonly used terms and definitions. Both the SBC and the Glossary are available on the new BSWIFT system and posted on the County website www.ChemungCountyny.gov under Insurance Department or available upon request. We are providing you this notice to satisfy our obligation by law. No action is required by you.

REGISTER ON EXCELLUS MEMBER PORTAL

Excellus is encouraging retiree members **without Medicare** to register on their website www.ExcellusBCBS.com to access information. Member access on the Excellus website benefits you by having access to your claims information, benefit information, and more. **Please take a moment to register!**

EXCELLUS THREE TIER FORMULARY UPDATES

If you have registered on the Excellus website as a member, access to the updated Excellus Three Tier Formulary is available to you there or contact Excellus at the phone number on your ID card for assistance. If you are enrolled in Medicare PPO, your formulary is mailed to you directly from United Healthcare.
