

July 14, 2010

Department of Personnel
& Administration
Human Resources



Benefits Communiqué
From the Employee Benefits Team – Division of Human Resources, DPA
For the State’s Benefits, Payroll and HR Personnel

Self-Funded Plan – Mail-Order Prescriptions

United Healthcare Mail-Order Prescription Delays

Employees and their families enrolled in the self-funded medical plan (the UHC Choice Plus Co-Pay Option or the UHC Choice Plus Definity HDHP Option) may experience delays in refilling mail-order prescriptions through United Healthcare and their pharmacy vendor, Prescription Solutions.

To help expedite the process for obtaining refills for mail-order prescriptions from United Healthcare, employees can use a special form that can be faxed by their doctor to Prescription Solutions. A link to the form, “Fax Form for New Mail Service Prescriptions,” can be found on both the [Choice Plus](#) and the [Definity](#) Web pages

The employee or family member completes the first part of the form, while the doctor completes the second. The form **MUST** be faxed by the doctor’s office, as it will not be processed if sent by the employee or family member.

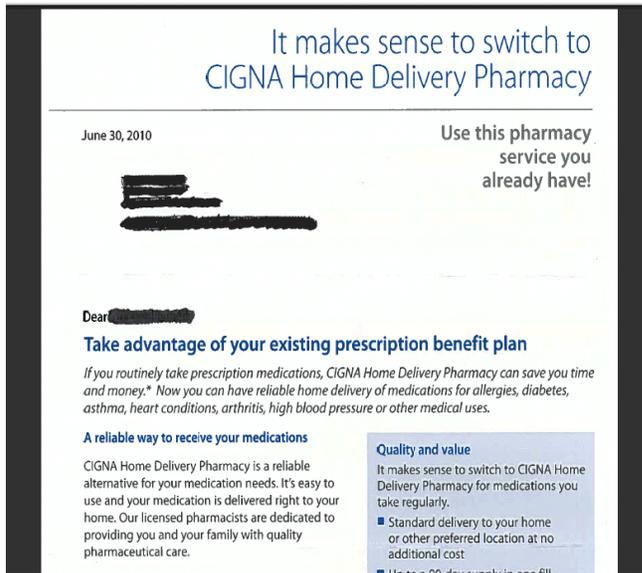
This situation and this form apply **ONLY** to *refills* of mail-order prescriptions. *New* mail-order prescriptions are being processed when sent to United Healthcare / Prescription Solutions using the “Mail Service Prescription Order Form (UHC),” also found on the [Choice Plus](#) and [Definity](#) Web pages, in the “Tools” section.

It appears this delay was caused when CIGNA did not provide the information regarding mail-order prescription refills to United Healthcare until July 6. United Healthcare and Prescription Solutions continue to work to accurately enter this prescription information into their system. The information should be finalized in their system during the week of July 19.

Letters from CIGNA about Mail-Order Prescriptions

It has come to the attention of the Employee Benefits Team that CIGNA sent letters to some employees who had formerly been enrolled in the self-funded options administered by CIGNA (OA-750, OA-1500, OA-3000, OA-H) regarding continuing their mail-order prescriptions using CIGNA Home Delivery Pharmacy.

Employee Benefits is unsure why this letter was mailed, as it was dated June 30, 2010, which was the last day for CIGNA to serve as the administrator for the self-funded medical plan (United Healthcare took over those duties on July 1, 2010.)



Employees should ignore this letter, as there currently is no service or coverage from CIGNA for State employees and families.

Copy of letter sent by CIGNA Home Delivery Pharmacy

Please let us know any questions or comments you have about this Communiqué or anything else regarding Employee Benefits. Send them to benefits@state.co.us.

The Employee Benefits Unit, DHR, DPA