

# THIRD PARTY ADMINISTRATOR UPDATE

## by Sam Trivette

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The State of Alaska/AlaskaCare/Wells Fargo Insurance Services (WFIS) mailed its new Welcome Pack to members late last week. The new ID cards were mailed separately on 6/21/2009. The new cards will not be activated until 7/1/2009 and can be used only for services provided on that date or later. You must use your current Premera card for services through 6/30/2009. We urge you to keep your Premera card until such time as all claims for service through 6/30/2009, and any possible appeals on those claims, are resolved.

The **Primary phone number for Wells Fargo Insurance Services is 1-877-517-6370** (effective 6/22/2009). This number, as well as the other phone numbers listed in this post, is in the Welcome Pack.

Two other key phone numbers and an email address:

- **Retirement & Benefits toll free: 1-800-821-2251**
- **Retirement & Benefits, Juneau: 1-907-465-8600**
- **Retirement & Benefits email: [doa.drb.benefits@alaska.gov](mailto:doa.drb.benefits@alaska.gov)**

Remember, the State of Alaska is self insured. The change in the Third Party Administrator should not result in any change in your benefits, only in the company that will pay the bills. Because Wells Fargo has new partners for providing prescription drug services, we will be dealing with Costco Pharmacy and Envision Rx Options.

**Costco Wholesale will be the mail order pharmacy provider** effective 7/1/2009. If you are currently participating in the mail order program through Medco and have refills remaining, your prescription information will be automatically transferred to Costco. No, you do not need to be a Costco member to use this service. **But you must register for an account with Costco Mail Order Pharmacy** by following the instructions in the Costco Brochure in the Welcome Pack to activate your account. Once your account is activated, you can order refills from Costco Mail Order.

- Costco EnvisionRxOptions Pharmacy Locator: 1-800-361-4542
- Costco Mail Order Pharmacy Refills: 1-800-607-6861

If you have prescriptions from a retail pharmacy that have refills remaining, you will just need to provide the retail pharmacy with your new ID card after July 1. They will process the prescription through the Envision system.

Here are some other highlights to be aware of during this transition period.

- The current claims administrator, Premera, is transferring your deductible and out of pocket information to Wells Fargo for claims paid through 6/30/2009. However, you are urged to keep current Explanation of Benefits from Premera to ensure no mistakes occur.
- If you are on Medicare and see a Medicare provider, Medicare will send information on to Wells Fargo; you do not need to do so.
- Most of the providers in the current Premera network are also in the Wells Fargo network, provided by Beech Street. Retirees are not required to use a provider in the

network, but may pay lower co-pays and not be billed for any charges that exceed the contracted amount if a network provider is used.

- Wells Fargo will staff offices in Anchorage and Juneau. The addresses are in the “contact information” brochure.
- If you have coverage under the Dental, Audio & Visual Plan, there will be no changes except providers will need to submit claims to Wells Fargo rather than Premera.

In the Welcome Pack, a new web site, **AlaskaCare.gov** is referenced many times. You should know there will be little new information on that site until at least the first week of July. Check back for updates after that time.

If you experience problems, we would urge you to contact WFIS and/or the SOA Retirement and Benefits to get the matter resolved. RPEA provides input to the State and the Claims Administrator from time to time and we would like to hear from you on any problems you might have had so we can hopefully help AlaskaCare understand problems and resolve them in an expeditious matter. We would prefer to hear from you via e-mail at [rpea@alaska.net](mailto:rpea@alaska.net).

We have taken all reasonable steps to ensure the accuracy of our information. If you find information you believe to be inaccurate or misleading, please let us know. Updates will be provided electronically and on RPEA’s web site when key information is received.

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