

From: Sharon Hoffbeck <sharonhoffbeck@gmail.com>
To: RPEA Members--All <rpea.members@mailman.apea-aft.org>
Date: 6 May 2016
Subject: New Long Term Insurance TPA

Hi Everyone,

The state recently hired CHCS Services to manage the retiree Long Term Care (LTC) insurance program.

CHCS is sending out letters of introduction to those who purchase LTC insurance, and evidently the letters indicate they “will be administering the health plan on behalf of the State of Alaska...”, which of course implies they are also going to be replacing Aetna.

I’ve gotten several emails from members who are confused, so wanted to clarify what is happening.

CHCS will **only** manage the Long Term Care insurance program, and they **are not** replacing Aetna. Aetna will continue to be the Third Party Administrator for the retiree medical, vision and audio insurance at least through the end of 2016. We have asked the state if they intend to extend Aetna’s contract beyond 2016, and the response is--that decision has not yet been made. As soon as they decide to make that decision, and share it with us, we’ll let you know---we ask every chance we get.

We don’t know if CHCS will be sending ID cards to those who purchase LTC insurance. Long Term Care insurance ID cards have never been provided in the past, so we suspect we won’t get one from CHCS either.

If anyone has questions please let me know.

Also---if you or anyone you know is having difficulty using their LTC benefits, please let me know that too.

Thanks

Sharon Hoffbeck
President
Retired Public Employees of Alaska
sharonhoffbeck@gmail.com