

Oxford Member ID Card Transition

Questions and answers

Why are the Oxford member identification (ID) cards changing?

The Oxford member ID cards are changing as part of an overall member ID card standardization initiative that is taking place across the UnitedHealthcare organization. This is an important step in simplifying the health care experience for our clients, members and providers. The migration begins on November 3, 2008.

Will all Oxford members receive new ID cards?

No.

Which Oxford members will receive new ID cards?

- All new Oxford members
- Any member who requests a replacement ID card
- Oxford members who change their name or whose group renews with certain plan changes, as follows:

Changes that trigger AUTOMATIC ID card distribution	Changes that trigger MANUAL ID card distribution (Request required, unless changes for auto-distribution are also made at the same time)	Changes not requiring new ID card
<ul style="list-style-type: none"> ▪ Office copayment amount ▪ Pharmacy benefit add/delete ▪ Network ▪ PCP (Medicare only) ▪ Member name 	<ul style="list-style-type: none"> ▪ Change of state (e.g., from NY to NJ) ▪ Line of business (e.g., from fully insured to self-funded) ▪ Service team phone number ▪ Product-only changes that would not otherwise auto-trigger an ID card (does not include high to low/low to high) 	<ul style="list-style-type: none"> ▪ Coinsurance ▪ Deductible ▪ Usual customary and reasonable (UCR) charges ▪ Pharmacy copayment ▪ Miscellaneous benefits add/delete/change

How will Oxford members be notified?

Oxford member ID card mailings will include an insert signaling that the Oxford ID card and all member materials have a new logo. The insert also includes a before and after image of a commercial plan ID card, and identifies what parts of the card have changed.

The member Web site at *oxfordhealth.com* will include a PDF of the Oxford Member ID Card Transition fact sheet that will serve as a reference tool.

The monthly member e-newsletter, *Healthy Mind, Healthy Body*[®], will also include an alert in its "Did You Know?" section. Only members who opted to receive this electronic publication will see this alert.

How will Oxford employers be notified?

Oxford employers who have 50 or less employees will be notified through an insert in their small group renewal packages.

Oxford employers who have 51+ employees will be sent, via first-class mail, a letter and the Oxford Member ID Card Transition fact sheet, which includes a before and after image of a commercial plan ID card, and identifies what parts of the card have changed. A copy of this document will also be included. The ID card transition will also be covered in the 2008 BA Bulletin, which is scheduled to be mailed to all Oxford employers in December 2008.

The employer Web site at *oxfordhealth.com* will also include a PDF of the Oxford Member ID Card Transition fact sheet.

How will brokers who sell the Oxford product be notified?

Brokers who sell Oxford products will receive an e-mail blast and/or Producer eUpdate notifying them about the member ID card transition. The e-mail blast will include a PDF of the Oxford Member ID Card Transition fact sheet, which includes a before and after image of a commercial plan ID card, and identifies what parts of the card have changed. A copy of this document will also be included.

The broker Web site at oxfordhealth.com will also include a PDF of the Oxford Member ID Card Transition fact sheet.

How will Oxford participating providers be notified?

The third quarter Oxford Provider Program and Policy Update (PPU), mailed September 30, 2008, was accompanied by a letter explaining this change.

Oxford primary care physicians (PCPs) will be sent, via first-class mail, a letter and the provider-specific Oxford Member ID Card Transition fact sheet, which includes a before and after image of a commercial plan ID card, identifies what parts of the card have changed, and affirms the existing Oxford claims procedure and rates.

The provider and facilities Web sites at oxfordhealth.com will also include a PDF of a provider-specific Oxford Member ID Card Transition fact sheet that will serve as a reference tool for physicians and facilities.

Is a sample image of the new Oxford member ID card available for preview?

Yes. The sample images below show how the new member ID cards are configured in comparison to the old member ID cards.

Sample images are also included in the general and provider-specific Oxford Member ID Card Transition fact sheets. These materials are being mailed to employers who have 51+ employees and to providers, and will also be included in the Message alerts posted on the member, broker, employer, provider, and facility sites on oxfordhealth.com.

Old Oxford member ID card sample

OXFORD
HEALTH PLANS®
A UnitedHealthcare Company

Freedom Plan®
John Doe
123456*01

Office Copay: \$20.00
Specialist Copay: \$30.00

CAM Copay: \$30.00
Dental P

Rx Member ID: 123456789321 001 RxGrp: OXFRDHP RxBIN: 123456

New Oxford member ID card sample

UnitedHealthcare
OXFORD

Health Plan (80840) 911-06111-07

Member ID: 999999999 Group Number: AA1234

Member:
SUBSCRIBER BROWN

Payor ID
06111

medco

Rx Bin 610014
Rx Grp OXFRDHP
Rx Member ID:
99999999912406 001

Copay: Ov / Spec / ER
\$99 / \$99 / \$99

DOI - 0501

Freedom Plan(R) Access (SM)
Underwritten by Oxford Health Insurance, INC

Questions? Call Member Services: **800-444-6222** Call an Oxford On-Call Nurse: **800-201-4911**

Precertification (prior review by Oxford) is required for hospital admissions, surgical procedures, and certain other services as described in your plan materials. Check your plan documents for information/responsibilities on precertification and benefits. By the use of this card, I hereby consent to the release to Oxford and its delegates of any medical information needed to enable Oxford to administer my coverage.

Healthcare Providers Can Call: 800-666-1353
Submit Claims to: PO Box 7082, Bridgeport, CT 06601
Submit Claims Electronically to Payer ID 06111

www.oxfordhealth.com

UnitedHealthcare®
Choice Plus Network
Available - NY north of Ulster County
and all other states except CT and NJ

In-Network
Referral
Required

MultiPlan

Pharmacy Cust Svc: **800-905-0201** Pharmacists: **800-922-1557**
Oxford Health Plans (NY), Inc.

medco

For emergencies, call 911 or your local rescue unit.

Printed: 10/24/08

Precertification is required for certain services, as described in your member documents. You may be penalized if you fail to obtain a required precertification.

For Members: www.oxfordhealth.com 888-201-3080
On-Call Nurseline: 800-201-4911

For Providers: www.oxfordhealth.com 800-666-1353
Medical Claim Address: PO Box 7082, Bridgeport, CT 06601

shared savings
MultiPlan

NO
Referral
Required

UnitedHealthcare®
Choice Plus Network
Available - NY north of Ulster County
and all other states except CT and NJ

Pharmacy Claims: PO Box 7082 Bridgeport, CT 06601
For Pharmacist: 800-922-1557 Members: 800-905-0201

New Oxford member ID card sample (front)

New Oxford member ID card sample (back)

What has changed on the Oxford ID card?

- 1 The legacy Oxford logo will be replaced with our UnitedHealthcare/Oxford blended logo:

Old logo



New logo



- 2 Key information will be grouped together:
 - Copayments listed in front lower left corner
 - Pharmacy information in box in front lower right corner
 - Includes Medco logo, and the Rx Bin and Rx Grp numbers
 - Pharmacy copayments will not be printed on the cards, unless required by state law
 - Member information section on back
 - Provider information section on back

- 3 Member ID number format:
 - The format no longer requires an asterisk between the seven-digit member ID number and the two-digit suffix indicator
 - Providers submitting claims will no longer enter an asterisk between the seven-digit member ID number and the two-digit suffix indicator

Example: Before: 1234567*01
After: 123456701

- 4 Copayment information:
 - Only two (2) standard copayment types will appear on the ID card:
 - Office (PCP copayment)
 - Spec (Specialist copayment)
 - Other copayment types will no longer appear on the ID card (e.g., Alt Med, Dual)
 - The amount of each copayment will appear below the copayment type

Example: Office/Spec
\$25/\$50

- 5 Group company logos will be located in the front upper right corner for groups that require their logo on the ID card

Will member ID cards still be printed at the Oxford production facility in Trumbull, CT?

No. All ID cards will be printed by Personix, a leading provider of fully integrated card, print and electronic document delivery solutions. Personix is located in Houston, Texas.

How long will it take for members to receive ID cards?

Month card ordered	Post mark date*
December	3 calendar days from card release date
November, January or June	2 business days from card release date
Any other month	1 business day from card release date

*Please allow additional days for mail delivery.

Can a member request a duplicate ID card?

Yes. A member can request an additional ID card through Oxford Customer Service, *Oxford Express*[®] our interactive voice response (IVR) system, or our Web site at *oxfordhealth.com*.

Will temporary ID cards be available to members?

No. However, a PDF image of the ID card will be available through the Oxford Fulfillment Department the morning after the card is ordered. (Previously distributed cards will be immediately available.) Upon request, Oxford sales representatives and account managers will be able to obtain and send (e-mail or fax) a PDF image to a member, benefits administrator or broker.

Will Oxford maintain the ability to expedite ID cards to brokers, benefits administrators or members upon request?

Yes, this type of request is considered a Special Handling request. However, ID cards can not be sent until at least one (1) business day after the ID card request is received by Personix, our new ID card vendor. Depending on the time of year and vendor capacity, this may take longer than one business day.

Who should I contact if I have questions about member ID card status, issues, etc.?

Members, brokers, employers, physicians, and facilities should call their dedicated service line or Oxford representative with questions. If further information is needed, the Service Associate or your representative will contact the Oxford Fulfillment Department.

