Information Sharing
Department Director Meeting of Monday, January 9, 2012

City Council Members along with the City Manager participated in the "World's Shortest Parade" on Saturday to kickoff of the 2012 International Association for Disabled Sailing World Championship taking place in Charlotte Harbor January 7-15. Unfortunately, the City Manager blocked out the view of Mayor Albers. For more information and the event schedule, please visit http://www.ifdsworlds2012.com/Calendar.html

The Finance Department has advised that the Department Directors will be receiving W-2 (Wage and Tax Statement) Forms for distribution to employees on Thursday, January 12.

The City Manager is seeking input from employees' on the 2013 Strategic Planning Process and urges you to complete the questionnaire (click here). Simply fill in the form and select SUBMIT TO EMAIL at the bottom. Responses are needed by February 15.

IMPORTANT HEALTH INSURANCE INFORMATION

This is a reminder to all of our employees who are enrolled in the City's Blue Cross Blue Shield health insurance plans.

IN-NETWORK PROVIDERS

It is extremely important that each employee takes care to ensure that any health care provider that is used to provide services for themselves or a family member is in the network for the particular insurance plan in which they are enrolled. Many times, the clerical staff at a doctor's office will accept the insurance card and assume since it carries the Blue Cross Blue Shield name and logo, and the doctor's office accepts Blue Cross Blue Shield, that the visit will be covered. **BE CAREFUL!** Blue Cross Blue Shield offers hundreds of different plans, and not all doctors participate in every plan. **Before going to a doctor** or any other health services provider, even if an employee's regular doctor has made the referral, it is critical to check and make sure they accept the City's Blue Cross Blue Shield plans. This information can be verified in one of two ways:

1. Go online to this link **http://myportal.bcbsfl.com/wps/portal/opd**
2. Call the Benefits Coordinator at extension 3303 for assistance.

If services are rendered by a non-network provider, that provider will not be paid by Blue Cross Blue Shield, and the provider will send a bill for payment to the employee. If the employee participates in the City's HMO plan, they will be required to pay the entire bill; with the other two plans, they will be required to pay deductible or co-insurance. And since the provider is out of network, the amount the employee is required to pay will not be the reduced Blue Cross Blue Shield contract rate, but whatever amount the doctor chooses to charge, often an amount that is double the contract rate. **Regardless of which City insurance plan they have, employees should verify that every doctor or service provider that you see is in the network.**

PRE-CERTIFICATION

Many procedures that are recommended by medical services providers **require pre-certification** through Blue Cross Blue Shield. This is especially true of imaging (CAT scans, MRI's, etc.), physical therapy, and non-emergency hospitalization. If and employee's doctor has scheduled any of these types of services, make sure that Blue Cross Blue Shield has authorized them in advance. There is a telephone number on the back of each employee's insurance card that should be called to make sure this has been done. The number is:

1-800-955-5692 (in Florida) or
1-800-810-2583 (outside Florida)

By following these rules, employees can avoid the problems associated with fighting a bill that is received from a health service provider. If further information or assistance is needed, please call Arlette Wright, the Benefits Coordinator, at extension 3303.