



UNITE HERE HEALTH
ALASKA

Health Connect Newsletter

January 2023 | Issue 1



Dear Participant,

Welcome to the first issue of the Alaska Plan (Plan Unit 190) **Health Connect Newsletter!**

We created this newsletter to share important health plan information and updates with you regularly. Please read each newsletter carefully.

Please call us at **844-427-8501** if you have any questions about your health benefits or need help finding care. We're here to help!

Yours in health,
UNITE HERE HEALTH

Exciting Dental and Vision Benefit Changes starting January 1, 2023!



New **Vision Benefit!** (employees only)

Starting 1/1/23, employees have vision benefits! You can get a new pair of glasses or a supply of contacts every year. You can go to any eye doctor in the **VSP network**.

To find a VSP eye doctor:

- Call **800-877-7195** or
- Go to **www.vsp.com** or scan the **QR code**



Please note, there will not be an ID card issued for your vision benefits.

In-Network Vision Copays

Eye exam	\$0 copay
Frames	\$25 copay; up to \$175 allowance
Elective Contact Lenses (instead of glasses)	\$25 copay; up to \$175 allowance
Medically Necessary Contact Lenses	\$0 copay

Improved Dental Benefits!

Your yearly dental maximum increased from \$1,000 to \$2,000. This means the Plan now covers double your dental care every year.

We also removed your \$50 yearly dental deductible to save you money!

Yearly maximum

Before	Now
\$1,000	\$2,000

Deductible

Before	Now
\$50	\$0

Read carefully your Summary of Material Modifications (SMM) for more details on all of the Plan changes for 2023!



More Good News...

Starting 1/1/2023, a hearing aid benefit is added to your Plan! Your Plan covers up to **\$3,000** every **3 calendar years** for hearing aids.

Prior authorization for specialty medication is changing 1/1/2023!

Next year, National CooperativeRx will handle prior authorization and appeals for specialty medication.

Phone: 1-608-416-8702

Hours: 5am - 2pm (Alaska Time)

Fax: 1-866-278-8190



Billing Issues?

Did you receive a bill for a service you thought was already paid by the Plan?

Did you receive a bill for a service you thought was already paid by paying your copay or coinsurance?

Please call Customer Service at **844-427-8501**. We're happy to help you with any questions about your medical bills and claims!



How to file an appeal:

If your healthcare claim is denied, you may file an appeal for the decision to be reviewed by the Appeals Subcommittee.

To access the Appeal Filing Form:

- Visit www.alaskaplan.org/forms_and_info/ and select "appeal filing form" or
- Scan the **QR code**



Be sure to send the completed form back to the address, email, or fax on the form.

The Appeals Subcommittee will send you a letter with their decision and possible next steps.

Important Contacts:



Customer Service

844-427-8501

Monday - Friday
8:30am - 4:30pm
(Alaska Time)

Other helpful numbers



Advocacy Line
(your benefit helpers)
844-427-8516



Aetna Nurse Line
(24 hour medical advice)
800-556-1555



CVS/Caremark
(pharmacy)
866-818-6911



National CooperativeRx
(prior authorization for specialty medication)
1-608-416-8702



Teladoc
(doctor by video)
855-835-2362



VSP
(vision) *effective 1/1/23*
800-877-7195

Visit your Alaska Plan website at
www.alaskaplan.org

