

Important Notice about CareFirst Groups

CareFirst BlueCross BlueShield recently experienced a cyber-attack, resulting in limited and unauthorized access to the organization's database. To protect the privacy and security of its members, CareFirst has implemented new, enhanced online security measures for all users of the CareFirst member portal.

As a result of these protective measures, **Choice Strategies will no longer be able to provide our Substantiation Service to CareFirst members.** We will continue to automatically substantiate transactions that can be verified by our systems. However, certain claims and card transactions submitted to Choice Strategies will now need to be supported with documentation to verify that they are eligible expenses under an employer's plan. Employees can access information regarding this process on the Choice Strategies website.



PCORI Fee Calculations Coming Soon!

In preparation for the July 31st reporting deadline, we will once again provide our clients with the calculation for the HRA portion of their PCORI fees as part of our complimentary plan services. These calculations will be posted to groups' Admin Guides by the end of June. At that time, we will notify our Brokers and Clients that the calculation has been posted and provide resources to make filing simple.

Our Broker partners and Clients are always welcome to contact Client Services with any questions. There is also a [PCORI resource](#) on our website for more information, including a sample of the calculation statement.

Don't Forget to Use our Enrollment Template & eForms

As mid-year plans renew and Open Enrollment begins in full force in the next few months, we remind our clients to use our online [enrollment template and eForms](#) for fast, secure, and simple processing.

Reminder: New Provider Pay Claims Process

Effective July 13, 2015, Choice Strategies can only make provider payments when members submit their claims online. Members can easily create an online account by going to www.choice-strategies.com/member-faq. In the left column, they should click on the "create an account" button to get started.

If a member files a paper claim and requests a payment be made directly to a provider, Choice Strategies can only reimburse the member, not the doctor's office or hospital for example. In this instance, the responsibility of paying the

Stay Connected



provider will be the member's. Establishing and using an online account to submit claims is the only way for direct payment(s) to be made to provider(s) after July 13, 2015. Employees can access information regarding this process on the Choice Strategies website.



2016 Open Enrollment: Coming Around Again

As a division of WageWorks, Choice Strategies is already preparing for the 4th quarter and the next Open Enrollment season. Our partners may be interested in getting a head start, so we invite you to check out our three-part webinar series:

- 1. The Math of Open Enrollment** – Hear about average enrollment rates and plan for effective growth, set realistic goals, and help employees better understand benefits programs.
- 2. Six Easy Steps to Plan Your Open Enrollment** – Set clear goals and understand your target audience, develop simple messages, and use the right communication channels.
- 3. Choosing the Right Mix** – Determine how often to communicate and execute a campaign that generates enthusiasm and boosts enrollment.

If you are interested in participating in or viewing any or all of the webinars on demand, visit Wageworks.com/employers/open-enrollment.aspx. Click on the "Webinar Series" tile – and be sure to "Register" – to participate in the live presentation or view the webinar on demand.

Sincerely,
Choice Strategies, a division of WageWorks

