



NEWS YOU CAN USE 6/30/09

For those employees who have chosen CBT, your medical and prescription benefits under the CBT plan are effective **Wednesday, July 1, 2009**. To assist you during this implementation phase, the Office of Human Resources will be sending periodic updates to you. These updates will contain helpful information about the plan and will include questions/answers related to the medical and prescription benefits.

YOUR CARDS – By now, you should have received two cards.

1. **Caremark Card** – This is the card you will use for prescriptions. When you received your card, you also received a helpful informational booklet that includes details about mail order prescriptions.
2. **Aetna Card** – Aetna is the card you will use for all of your other medical insurance benefits (except dental and vision). Aetna works with the providers (doctors, labs, etc.) to verify benefits, process claims and issue Explanation of Benefits (EOBs).
 - ***When your doctor asks what kind of insurance or coverage you have, you should say “Aetna PPO.”***
 - ***If you have not received your cards, here are the phone numbers to call:***

| | |
|------------------|----------------|
| BPA (Aetna card) | 1-888-808-0408 |
| Caremark | 1-800-421-5501 |

QUESTIONS AND ANSWERS

Q: For general information, where do I call?

A: Please call **BPA**. They will handle all member services. Their number is on the back of the Aetna card.

Q: If I'm in the middle of treatment under another plan, what should I do?

A: If you're in the middle of treatment (for example, therapy, planning for surgery) you should contact BPA at 1-888-808-0408 to coordinate transition of billing.

Q: Is there a Mott staff person I can talk to about my benefits?

A: Yes, please feel to contact your HR Services representative:

Sylvia D. Green – 762-0266 - Administrative Support and S&M employees

Ronda Hitchcock – 762-0497 – Exempt and Pro-Tech employees

Susan Praski – 762-0503 – M&O employees.