



Office of Group Benefits

SPECIAL NOTICE TO OGB UNITED EPO PLAN MEMBERS June 30, 2004

OGB regrets that United Health Care, the administrator of our EPO, has been unable to come to terms with the General Health System and its affiliates, i.e., Baton Rouge General Hospitals, First Care Physicians, Interlink Pharmaceutical and Advanced Medical Concepts.

OGB does not control negotiations between United Health Care and General Health. However, we do want to accommodate our plan members. **Therefore, OGB has worked out an agreement with General Health System that will allow OGB EPO plan members to continue to use both the Mid-city and Bluebonnet locations of Baton Rouge General Hospital. In addition, members may also continue to use First Care Physicians, Interlink Pharmaceutical and Advanced Medical Concepts.**

Please note that United Health Care's directory – printed and on its website – will not list Baton Rouge General as a participating provider. You can rest assured, however, that eligible claims will be submitted and paid as they have been in the past. A complete list of these participating providers of the General Health System will be posted to the OGB website, www.groupbenefits.org.

Please note that services at these General Health facilities requiring pre-certification must be authorized by calling 800-432-3432.

One other important note: Due to a technical glitch, EPO plan members in Region 6 have received or will receive two ID cards. One of these cards will be from Catalyst RX. The card from Catalyst must be used at the pharmacy and has all of the current correct prescription information. The cardholder's Social Security number must be provided to the pharmacy at the point of service for pharmacy claims. The card from United Health Care does not have the correct pharmacy information on it, but does have the correct medical information. The plan member should keep and show both cards until UHC can issue a replacement card with all of the correct benefit and pharmacy information on the card. **When the members receive the final UHC card, they can discard the previously received cards.**

If you have any questions, please call your customer service office.