

Building Cultures of Health

Rx corner

Ordering Prescription Drugs by Mail

Here are some important things to know when ordering prescription drugs through the Caremark Mail Service Pharmacy.

Filling out the Order Form

Complete the order form accurately and legibly to ensure your order is processed in a timely fashion.

- Primary Plan Participant refers to the main cardholder on the plan
- Plan Participant Identification Number is the **Social Security number** of the Primary Plan Participant

Ordering Refills

Request a refill in one of three ways.

- Online – Log on to the Caremark Website at www.caremark.com
- Phone – Call toll free, 1-866-216-6275, to access the Interactive Voice Response System (IVR) for Automated Refills or to speak with a Caremark Customer Care Representative. Be sure to provide your Social Security number.
- Mail – Complete and mail in the order form provided in your last order

Paying for Your Mail Order

Get an estimate of your medication cost on the Caremark Website, through the IVR or a Caremark Customer Care Representative. Payment options are:

- Check – You'll receive a credit if you overpay or will be billed if a balance is due
- Credit Card – Your credit card can be on file and will automatically be billed for all orders
- Money Order – Be sure to include your reference order number or account number on the money order

Remember, the Plan Participant Number is your Social Security number.

healthy hints

Cauliflower is a Color of Health

With so much emphasis on green, red and orange vegetables these days, what good is plain old white cauliflower? For one, you may get an extra measure of colon protection if you add cauliflower florets to your weekly menu. Research has revealed that a natural compound found in cauliflower may inhibit the proliferation of cancer cells in the colon. Just be sure to skip the cheese sauce, which can be loaded with saturated fat. Instead, season a steamed cauliflower head with olive oil and lemon, or use raw florets to scoop up low-fat yogurt dip.

The compound s-methyl methane thiosulfonate (MMTS), found in cauliflower, may be an anticarcinogenic. Cauliflower also is a good source of vitamin C and potassium. One cup of florets contains 46 milligrams of vitamin C and 300 milligrams of potassium. To keep cauliflower fresh, store it in a plastic bag in the refrigerator and keep it dry. Although it is available year-round, cauliflower is particularly plentiful in the spring and fall.

(from Renewal Technologies)

news you can use

EOB Has New Look

You will soon be noticing a new look to the Explanation of Benefit (EOB) form arriving in your mailbox. The new EOB is more concise and includes additional information important to both the insured and the provider.

Year-to-date totals for in and out-of-network services will be displayed separately. In the past these figures were combined. This will provide you with a clearer picture of where you are in satisfying your deductibles and coinsurance. Social Security numbers have also been removed to help protect you from identity theft.

Your providers will find it easier to reference your account, as the patient's account number is now included on the EOB.

Several other enhancements to the EOB are planned for this year. Stay tuned for further updates in future issues of *For Your Benefit*.

In-Network Benefits Are a Click Away

Make sure you're getting the most out of your medical benefits plan by using in-network providers every time you need medical care. For an up-to-date list of in-network medical providers in your area, log on to www.trustmarkins.com. Select 'Group' under Insured/Participants. Then click on Physician/Hospital Look Up. Or to shortcut that process, add this address to your list of favorites: <http://www.trustmarkins.com/group/members/lookup.cfm>. You can also use the telephone number or website listed on the back of your Trustmark Group Medical ID card.

Express Online to Add Ongoing Maintenance



Groups will soon be able to conduct all their eligibility enrollments and updates online, 24 hours a day, seven days a week. Here's a peek at some of the new features:

- Conduct all enrollments online including new hire, life event, late, open and special enrollments
- Add and terminate dependents
- Add terminated members and dependents to COBRA
- Maintain member and dependent personal data
- Maintain beneficiary designations
- Review member changes that could affect payroll deductions through pend/approval process
- Access several reports including member and dependent enrollment reports and a report that identifies members who have dependents reaching the contract's limiting age

Currently, groups can enroll online during their initial new group enrollment only. The additional features will be available in summer 2005. For more information, ask your Trustmark Group Account Manager.