

OMIP OUTLOOK

Oregon Medical Insurance Pool • 1-800-848-7280

New preventive benefits

Adults age 19 and over may receive routine physical exams and certain immunizations from preferred providers. See the lists below for the exam schedule and covered immunizations. While these immunizations are not for everyone, your doctor will help determine which immunizations are appropriate for you. These preventive benefits are covered only if you receive them from a Preferred Provider. The benefits are not subject to the calendar year deductible so this means you only pay the co-insurance amount as outlined in your contract without having to meet your plan's calendar year deductible.

Note: Most doctors will administer these listed immunizations in their office. However, if your doctor sends you to the pharmacy to get your immunization, you may need to pay for the immunization and administration costs up front. If so, you can submit your pharmacy receipt for reimbursement. For more information, please call Customer Service at 1-800-848-7280.

ADULT IMMUNIZATIONS
❖ Influenza vaccine (flu)
❖ Pneumococcal vaccine (pneumonia)
❖ Tetanus/Diphtheria Toxoid (tetanus)
❖ Zostavax (shingles)*
❖ Varicella vaccine (prevent chicken pox)

**Recommended for individuals 60 years and older who have had chicken pox*

ADULT ROUTINE PHYSICAL EXAMS	
Age 19 – 34	Once every 60 months
Age 35 – 59	Once every 24 months
Age 60+	Once every 12 months

Generic co-payment

Your new co-payment on generic drugs is \$5 per prescription. The preferred and non-preferred brand co-payments remain at \$40 and \$70 respectively. If you have access to the internet, some additional helpful information about generic and preferred brand alternatives can be found at: www.regencerx.com/learn/rxPriceGuide/index.html.

When you fill a prescription, always make sure to give the pharmacy your Regence prescription benefit information. If you haven't met the \$1,000 prescription deductible on the 1500 Plan, you will still need to pay 100% of the cost. However, your Regence prescription benefit information will assure that you get our discounted price for your prescription and that these prescriptions accumulate toward your deductible. Please note that if you use other Generic Pharmacy Programs offered by several retail pharmacies these do not accumulate towards your deductible. Therefore, always make sure the pharmacy is using your Regence prescription benefit information.

PREMIUM PAYMENT REMINDERS

- ❖ OMIP does not accept credits cards for payments.
- ❖ If you use an on-line bill pay system through your financial institution to submit premium payments for your OMIP policy, please note that, some banks choose to use 3rd party administrators to process and mail payments. Because of this additional time, it can sometimes takes up to 3 weeks to post premium to your OMIP policy if you have chosen this method of payment.
- ❖ Member balances on the Explanation of Benefits or Claim Summary should always be paid to the provider, not to OMIP.

If you need to drop off your payments we have Walk-In Customer Service available in:

Medford office
2057 Commerce Dr.
Medford, OR 97501

Pendleton office
215 SE Frazier
Pendleton, OR 97801

Portland office
100 SW Market St.
Portland, OR 97201

Salem office
201 High St. SE
Salem, OR 97301

Got questions? Chat with Customer Service via Live Help

by Carly Beebe (Reprinted with permission from myRegence.com)

Have you ever found yourself with questions about your benefits, claims or any other customer service issues? We have just the tool you need — and you don't even have to pick up a phone.

Live Help, myRegence.com's new instant-chat feature, connects you with Customer Service in a secure, confidential environment. It's available to all members — just click the Live Help link from the top of any page on the site.

When you use Live Help you'll experience the same high level of customer service as you'd receive via telephone. There are many benefits to

using Live Help, including a greater level of privacy if you need to contact us during work hours, a method of communication if you prefer not to use the telephone, a better customer service tool for the hearing impaired, and a convenient way for you to check your coverage or ask questions while on vacation.

The hours for Live Help are 7 a.m.-5 p.m. (PST) weekdays. Try out the Live Help feature today and see for yourself how easy it is to ask for and receive help.



Quit with Free & Clear

You're in luck! There really is a pot of gold at the end of your rainbow when you or someone you love gives up tobacco for good. The Free & Clear® Quit For Life Program (including free nicotine patches or gum) is tailored to meet your individual needs. **Call 1.866.Quit.4.Life (784-8454) to learn more.**



OMIP town hall meetings

OMIP Town Hall meetings will be scheduled in April and early May this year. Watch your mail for the flyer showing cities and dates.

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