

AUGUST 2012

Stanislaus County Partners In Health Newsletter



Welcome Members/New Information

Welcome SCPH Members! It's been eight months since the start of the SCPH medical benefit program and we want to THANK YOU for your continued participation in the health plan! The SCPH provider directory is updated weekly and we are continuing to add new providers to the network every day.

NEW! Customer Service Phone Number:

Listed below is Capitol Administrator's NEW customer service phone number for questions about benefits or claim status. This phone number is dedicated to only SCPH members and providers!

Benefits/Claim Status: 1-877-789-8499

Or log-in 24/7 at: www.capitoladm.com



Health Bridges Program

Starting in September, SCPH is pleased to announce a new partnership with the DMC Foundation and the Health Bridges Program. We all know that being in the hospital is a stressful and confusing time for both the patient and the family members. Health Bridges is designed to assist patients and family members with any follow-up care needed once the patient is discharged from the hospital. Whether it's helping with scheduling a doctor visit, getting a prescription filled, or assisting in getting transportation to and from an appointment...Health Bridges is there for you. Once discharged from the hospital, a Health Bridges nurse advocate will contact the patient within 24 hours of discharge. They will review the discharge orders as well as assist in coordinating any follow-up care needed. This is just one other way that SCPH is helping its members to achieve optimal health through education and outreach. Call SCPH at 1-877-830-7470 with any questions you may have about Health Bridges.



Nurse Care Advocate Helpline

The Nurse Care Advocate helpline provides SCPH members with reliable health information when needed—24 hours a day! Experienced nurses provide symptom triage by answering employee or member questions over the phone. They also offer reliable health information to help members make better informed health care decisions and facilitate more appropriate utilization of health care resources. This program is provided to you at no additional cost by SCPH. To contact the Nurse Advocate helpline, call 1-855-279-1545.



Important Dates/Phone Numbers

Open Enrollment:

Open Enrollment for the 2013 benefit year is fast approaching. Additional information on the upcoming open enrollment process will be forthcoming very soon. We would like you to continue to consider SCPH as your benefit plan option in 2013!

Helpful Phone Numbers and Websites:

Benefit/Claim Questions: 877-789-8499

Provider/Network Questions: 877-830-7470

Pre-Certification: 855-279-1545

24/7 Nurse Line: 855-279-1545

CVS/Caremark Rx: 877-217-1868

www.capitoladm.com

www.scpartnersinhealth.org

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