



IMPORTANT CHANGES

City of Wisconsin Rapids Employees & Retirees -

It continues to be our pleasure to serve the employees and retirees of the City of Wisconsin Rapids!

As you may be aware, Aspirus Arise is making some important changes starting 1/1/2021. Some of these changes include:

- Changing our name to **Aspirus Health Plan**
- Our provider network will now be called the “**Signature Network**” – and, new for 1/1/2021, the following providers will be considered in-network:

Ascension Hospitals in Wisconsin

- ▶ Ascension Eagle River Hospital
- ▶ Ascension Good Samaritan Hospital (Merrill)
- ▶ Ascension Our Lady of Victory Hospital (Stanley)
- ▶ Ascension St. Michael's Hospital (Stevens Point)
- ▶ Ascension Sacred Heart Hospital (Tomahawk)
- ▶ Ascension St. Mary's Hospital (Rhinelander)
- ▶ Howard Young Medical Center at
Woodruff Wisconsin

- Expanding our call center hours (7:00 a.m. - 7:00 p.m. Monday through Friday)
- Launching a new website - www.aspirushealthplan.com
- Changing our Pharmacy Benefits Manager (“PBM”) from Express Scripts to Navitus
- Changing our telehealth vendor from Teladoc to MDLIVE

We are excited about these changes and hope that they will help to improve our processes to better serve you! We are working hard to ensure these enhancements are as seamless as possible for you.

Below please find some frequently asked questions and answers along with information about where questions can be directed throughout this enhancement process.

Will I get a new ID card?

Yes, if you elect to continue coverage under the health insurance plan, you will receive a new ID card in December 2020. This ID card will have our new Aspirus Health Plan logo, as well Navitus and MDLIVE information.

Note – this new card can be used for medical and prescription drug services you and your family receive on or after January 1, 2021.

What changes are coming to the website and how will these changes affect me?

Over the course of the next few months www.AspirusHealthPlan.com will be rebranded with a new look and some portions of www.AspirusArise.com will be redirected to the new website. Your 2020 plan and claim information will be accessible online through March 31, 2021. As we upgrade the website functionality, some webpages and 2020 information may contain the Aspirus Arise branding. All 2021 plan information and documents will be branded as Aspirus Health Plan.



What other changes are taking place?

We will be working with new partners to enhance your overall experience.

Specifically:

- We are partnering with a Pharmacy Benefit Manager (PBM), **Navitus**, a Wisconsin-based company, that will help us process your prescription drug benefits
- **PreferredOne**, a Midwest-based health insurance company, will assist with many other operational tasks, such as medical benefit claim processing, customer service, enrollment, issuing ID cards, etc.

These partners are enabling us to enhance our online services, expand call center hours, and more improvements that we will be announcing in the future!

During these enhancements where should I go to obtain claim information or who should I contact if I have questions about my health insurance plan?

	<i>2020 claim or plan information</i>	<i>2021 claim or plan information</i>
<i>Website</i>	<p>Aspirus Arise Members www.AspirusHealthPlan.com or www.AspirusArise.com</p> <p>Accessing the member portal for 2020 claim or plan information will look like "Aspirus Arise."</p>	<p>www.AspirusHealthPlan.com</p> <p>Accessing the member portal for 2021 claim or plan information will look like "Aspirus Health Plan."</p>
<i>Telephone</i>	<p>To talk to an individual about 2020 claim or plan information please call 800-223-6895. (Note – Call Center hours for this number will remain 7:00 a.m. – 5:00 p.m. Monday – Friday)</p> <p>This number will operate until September 31, 2021.</p> <p>If you accidentally call the wrong number, we will connect you to the appropriate person to obtain your information.</p> <p>For 2020 prescription drug questions, call Express Scripts at 855-778-1422.</p>	<p>To talk to an individual about 2021 claim or plan information please call 866-631-5404. (Note – Call Center hours for this number will be 7:00 a.m. – 7:00 p.m. Monday – Friday)</p> <p>This number can be used after January 1, 2021.</p> <p>If you accidentally call the wrong number, we will connect you to the appropriate person to obtain your information.</p> <p>For 2021 prescription drug questions, call Navitus at 844-268-9789.</p>

Best of health,

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