



TOMS RIVER REGIONAL SCHOOLS

David M. Healy
Superintendent of Schools

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TO: All Members of the Toms River School District Health Benefits Plan

DATE: October 22, 2015

RE: Medical Health Change

As of January 1, 2016, the Toms River School District Health Benefits Plan will change from UMR/United Health Care to Meritain/Aetna. We believe this change will have a positive impact for our employees and the District as a whole.

The coverage benefits, copays, and co-insurances/deductibles (where applicable) will be equal to or better than the existing program.

More than 90% of current providers are in the new network; Meritain is Aetna's largest network of providers. You can look up your providers now by going to www.aetna and using the searchable database to find your physician's network status. Specific instructions are attached.

If you do not see your provider's name (although they may be listed differently than the information you enter), Integrity Health would be pleased to look up any provider you are unable to find. Please email your request to memberservices@integrityhealth.com and be sure to include the following:

- Your name and phone number
- Provider first and last name
- Group/practice name
- Provider specialty (if applicable)
- Provider address and phone number

If your doctor is not currently in the Aetna network, please let Integrity Health know so that recruitment efforts may be undertaken.

There will be absolutely no change in the Partnership Health Center. The center will continue to serve you and your dependents through their wide range of services as they have done in the past.

Thank you and please let us know if you have any questions.



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To Find a Participating Aetna Provider

1. Online, visit <http://www.aetna.com/docfind/custom/mymeritain/>

2. Under ***Find Healthcare Services:***

Under ***Who or What are you looking for?*** Type in the name of the provider, the specialty, procedure or condition.

Under ***Where***, type in the city and state or zip code.

Press enter or click **Search**.

3. Under ***Find Health Care Professionals who accept your plan***, use the drop down menu to select *Aetna Choice POS II (Open Access)*. **Note: POS is just the title of the portal. Your plan remains a PPO plan with no change in benefits.**

4. Click Continue.

OR

To find a provider by phone, call the Aetna Provider Line at 1-800-343-3140 between 8:00 am- 9:00 pm ET, Monday through Friday.

Because providers' network participation can change, it is always advisable to confirm network participation with your provider by asking if they participate in the Aetna Choice POS II (Open Access) network.



Who to Call for Questions Related to Your Health Plan

To find participating providers,	800-343-3140 http://www.aetna.com/docfind/custom/mymeritian/
For questions related to medical claims, contact Customer Service	800-925-2272
For concerns related to claims processing which cannot be resolved with Customer Service, call your local claims associate, Jennifer Lennon.	732-505-9915 Jennifer.lennon@integrityhealth.com
For medical service precertification/authorizations, call	800-242-1199
For assistance with problems related to medical service authorizations, contact, Robin Sneddon, RN	732-505-0213 extension 4
For concerns related to matters which have not been resolved through Customer Service or your local Claims or Care Coordination Associates, contact Julie Colon or Katherine Bonazzi.	609-933-6293 kbonazzi@princetonoa.com FAX 888-402-8964 732-864-4949 Julie@integrityhealth.com
To apply for Transition of Care Benefits, contact Jennifer Lennon.	732-505-9915 Jennifer.lennon@integrityhealth.com