

SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY

DECEMBER 3, 2019

NEW OPTION FOR LANCASTER GENERAL HEALTH EMPLOYEES

Highmark introduced its Joint Administration Solutions (JAS) in May of 2019. [Special eBulletin](#), NEW OPTION FOR SELF-INSURED EMPLOYER GROUPS, dated April 30, 2019 and updated May 23, 2019, has more information on JAS.

Lancaster General Health (LGH) is offering JAS and the Highmark provider network to their employees starting **January 1, 2020**. The network is administered by Eliance Health Solutions (Eliance), LGH's health plan, and Trustmark, its Third-Party Administrator (TPA) vendor.

Here are some key highlights that providers should be aware of:

LGH / ELIANCE TIERED NETWORKS

The following provides summary information regarding the 2020 LGH benefit plan tiered networks:

Tier One (1) Network:

- LGH-wholly-owned providers, Eliance contracted providers, and Children's Hospital of Philadelphia

Tier Two (2) Network:

- Highmark providers and facilities
- National BlueCard® network
- Preferred Health Care (PHC) Network providers

Tier Three (3) Network:

- Non-participating providers: No contracts with Eliance Health Solutions/PHC, LGH, Highmark or the BlueCard network











MEMBER ID CARDS







Members have PPO and HDHP plan options. Members can be identified by the plan name and alpha prefix below:



- L2G– Central PA PPO Blue (PAB1)

Below are sample member Lancaster General Health ID cards for the PPO Plan and PPO High Deductible Health Plan (HDHP) Plan:

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|   | |
| Member: LG PPO MED TEST Member ID: L2GSJ1111111 | |
| Group #: TMK Group #: RXBIN: RXPCN: RXGRP: | 10462008 0800 003858 A4 LGHRX4U |
| PennCare LG Select Eliance Copays Office Visit \$18 Specialist \$30 Urgent Care \$30 PHC/Highmark Copays Highmark Outside Lancaster County Office Visit \$40 Specialist \$50 Urgent Care \$50 | |
|  Lancaster General Health has hired Trustmark Health Benefits to handle member claims and customer service. See back for contact information. | |
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| Providers: highmarkblueshield.com* Members: myTrustmarkBenefits.com *Provider portal for PA providers only | |
| Pre-certification required. You or your physician are responsible to call: • 15 days prior to all non-urgent care elective admissions • Within 48 hours or the next business day of an urgent care admission • Home healthcare and hospice services • DME and certain scans/tests • Behavioral health treatment Review your Summary Plan Description for details and for other pre-certification requirements. | |
| Member Svcs-Trustmark**: 1-877-848-9997 Provider Svcs-Trustmark**: 1-877-790-3867 Quest**: 1-800-364-6352 ExpressScripts**: | |
| Member: 1-877-817-1443 Pharmacist: 1-800-922-1557 OnDemand Telemedicine**: 1-215-615-2222 | |
| **contracts directly with group Members: See your benefit booklet for covered services. Possession of this card does not guarantee eligibility for benefits. Non Eliance or PHC providers: File claims with local Blue Cross and/or Blue Shield Plan. Highmark Blue Shield provides administrative services only and does not assume any financial risk or obligation with respect to claims. Pharmacy Benefits Administrator **contracts directly with group | |
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|---|--|
|   | |
| Member: LG PPO HDHP TEST Member ID: L2GSJ2222222 | |
| Group #: TMK Group #: RXBIN: RXPCN: RXGRP: | 10462008 0800 003858 A4 LGHRX4U |
| PennCare LG Consumer In Network Deductible Individual \$2,000 Family (Aggregate) \$4,000 Highmark Outside Lancaster County | |
|  Lancaster General Health has hired Trustmark Health Benefits to handle member claims and customer service. See back for contact information. | |
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PROVIDER SERVICING ARRANGEMENTS

LGH, Eliance and PHC contracted providers will submit claims directly to Trustmark Health Benefits. Highmark providers will continue to send claims to Highmark. Please refer to the ID card or the May 2019 Highmark special bulletin for JAS service arrangements.

LGH Health Plan membership is excluded from Highmark value-based reimbursement programs.