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Complete your Care Management Requirement by December 31, 2019.

You have until **December 31** to complete your Mandatory Care Management Requirement **if you are identified by Aetna and completed a biometric screening during FY19**. This is the final requirement to receive the reduced wellness rate for next year's medical insurance premiums. Employees and participating spouses will be required to engage with the care management program if Aetna identifies them as having certain risk factors or complex conditions based on biometric screenings results and claims data. Required participants will be issued an introductory letter in mid-September with instructions to call a toll-free number and speak with a care management nurse.

Your steps to Care Management Compliance:

If you completed a biometric screening during FY19 (on-site, patient service center, or physician results form) and Aetna identifies you as needing care management, you will receive an introductory letter via mail or you may be contacted directly by an Aetna nurse or health coach. Please be sure to keep your mailing address updated in Employee Self Service. Upon receipt of the letter, please contact Aetna at 1-866-269-4500 and connect with an Aetna health coach. To be marked as compliant you will need to engage in at least **one** call with an Aetna health coach.

Frequently Asked Questions:

- How can I tell if I completed a biometric screening during FY19?
 - HR sent compliance letters to all employees in December 2018, and you can also contact HR Connect at 919-560-4214 or email HRConnect@DurhamNC.gov. If you were hired after 8/31/2019, you were not required to complete a biometric and care management does not apply.
- Does my spouse have to engage in care management?
 - If your spouse was covered on your insurance during FY19, and you completed a biometric screening, they must engage in care management when they receive the notice from Aetna.
- What if I completed my biometric but my spouse did not complete theirs?
 - If you completed a biometric during FY19, you and your spouse must engage in care management **if** you receive the notice from Aetna.
- How many times should I have to call Aetna to get credit?
 - You only need to speak with an Aetna health coach on **one** occasion to be compliant for care management for Phase 1 of the program. However, we invite you to take advantage of this excellent benefit at no cost.
- Does HR know why I am being selected for care management?
 - Aetna is the third party that administers our care management program and HR does not have access to any protected health information related to the biometric screening or any employee, spouse, or dependent claims.
- Does my dependent (child) have to engage in care management?
 - No, only employees and covered spouses are required to engage in care management, but dependents can access care management?
- Why am I being selected for care management?
 - If Aetna identifies you as having certain risk factors or complex conditions based on your biometric screenings results and claims data, you will be required to engage in care management.
- Is disease management the same as care management?
 - Yes, Aetna uses the term "Disease Management" while the City of Durham uses the term "Care Management," but both represent the same program
- Do I have to wait until I receive an Introductory letter from Aetna before I contact them?
 - No, you can contact Aetna at 1-866-269-4500 and connect with an Aetna health coach.

Please call HR Connect at (919) 560-4214 or email HRConnect@DurhamNC.gov for assistance.