



# ILLINOIS CENTRAL COLLEGE RISK MANAGEMENT AND BENEFITS

## MEMORANDUM

**TO:** Health Plan Participants

**FROM:** Marti Bloodsaw   
Tim Anderson 

**DATE:** May 19, 2016

**SUBJECT:** Third Party Administrator

Effective July 1, 2016, the Illinois Central College Health Care Plan will no longer be using Mutual Medical as the Third Party Administrator (TPA). Mutual Medical has been a great partner for the college for a very long time. We wish them the best and thank them for their service to the College.

We are pleased to be partnering with Consociate to provide our TPA services. Consociate is a local firm with their home office in Decatur and a claim handling office in East Peoria. In the coming weeks you will receive communications regarding the new features available to our members. You will be receiving new Health Plan cards (2) mailed to your home. An example of the envelope you will be receiving is shown below. If after you receive your initial set of cards you find that you need more, please contact Angie in the Benefits Office 694-5398. You will need to present these cards beginning July 1, 2016. The benefit plan structure is not changing, PPO, deductible, out of pocket, and coverage levels all remain the same.

**As always, if you have any questions, please contact the Benefits Office, Extension 5398.**

### IMPORTANT PLAN INFORMATION

 **CONSOCIATE**  
2828 N Monroe St  
Decatur, IL 62526-3269

FORWARDING SERVICE REQUESTED

JOHN SAMPLE  
100 SAMPLE STREET  
SAMPLEVILLE SM 11111

**PERSONAL AND CONFIDENTIAL**  
IF THIS LETTER IS NOT ADDRESSED TO YOU,  
**DO NOT OPEN.**  
RETURN TO POSTAL CARRIER UNOPENED

**FIRST CLASS MAIL**

## Changes to ICC Health Care Plan FAQs

- Question:** Will Mutual Medical continue as our TPA (Third Party Administrator)?  
**Answer:** No, the College will utilize Consociate, Inc. effective 7/1/2016.
- Question:** Do I have to change my personal physician?  
**Answer:** No, as before, members will continue to have the freedom to choose their physician.
- Question:** Will I receive a new insurance card?  
**Answer:** Yes, new cards will be issued with new logos. Your ID will remain the same.
- Question:** Will the drug coverage be changed?  
**Answer:** No, drug coverage benefits remain the same and the College is still utilizing Express Scripts as our PBM (Pharmacy Benefit Manager).
- Question:** Do I still need to use the Consumer Care booklet?  
**Answer:** No. The Consumercare program is a Mutual Medical program and will no longer be available.
- Question:** Do Reasonable and Customary (R & C) charges still apply?  
**Answer:** Yes, benefits are still paid based on reasonable and customary charge determinations.
- Question:** What if I'm traveling or live far away from the Peoria area making Unity Point Methodist/Proctor inconvenient for use?  
**Answer:** The network restrictions under the PPO plan applies only to hospitals in Peoria. You are covered outside of Peoria, including hospitals in Pekin, Bloomington-Normal, etc.