



April 18, 2017

TO: Superintendent and Key Contacts of Selected SISC III Member Districts

FROM: John Stenerson, Deputy Executive Officer

SUBJECT: Scripps Hospital – Enhanced Benefit for Hip, Knee and Spine Surgeries for PPO Members

We are pleased to announce that effective immediately SISC has partnered with Carrum Health to provide PPO members with access to an enhanced benefit with selected physicians at Scripps Health in San Diego for Hip Replacements, Knee Replacements and many Inpatient Spine Surgeries.

Use of this benefit is optional. This benefit is separate from and in addition to the benefits already provided under Anthem Blue Cross and Blue Shield PPO plans. This benefit is not administered by Anthem Blue Cross or Blue Shield. This benefit must be accessed through Carrum.

Under the Carrum benefit with Scripps:

- There are no medical bills! Co-insurance and deductibles will be waived*
*Due to IRS regulations, on HSA plans the deductible applies but the co-insurance is waived.
- Travel expenses will be covered for the patient and an adult companion
- A personal Carrum Care Concierge will:
 - help complete forms;
 - gather and transfer medical records;
 - assist in the selection of a surgeon;
 - schedule the surgery;
 - make travel arrangements and
 - coordinate post-discharge recovery care.

Carrum provides access to “Centers of Excellence”. Carrum has vetted hospitals and surgeons who provide top-quality care and achieve better outcomes.

Getting started is as easy as visiting Carrum’s website at my.carrumhealth.com/sisc or calling Carrum toll free at 1-888-855-7806.

Please see the attachments for more details.

Please share this with your employees and retirees as you deem appropriate.



Need surgery? Get the care you deserve with your new Carrum Health benefit!



Personalized “Concierge” support for PPO Plan members



Access to top-quality surgeons at Scripps



No medical bills! Co-insurance and deductibles are waived



Travel expenses are covered

Eligible procedures include:

- ✓ Knee Replacement
- ✓ Hip Replacement
- ✓ Spinal Fusion

Get started online:
my.carrumhealth.com/sisc

Or contact us at:
1-888-855-7806

How your Carrum Health surgery benefit works:



1. Contact Carrum Health via phone or online



2. Meet your personally assigned Care Concierge



3. Review and select your top-quality surgeon



4. Receive full support preparing for your surgery



5. Recover smoothly with total care coordination

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Or contact us at:
1-888-855-7806



Introducing a new surgery benefit for PPO members that covers:

hip/knee replacements and many inpatient spine surgeries!

- ✓ Personalized “Concierge” support
- ✓ Access to top-quality surgeons at Scripps
- ✓ No medical bills! Co-insurance and deductibles are waived*
- ✓ Travel expenses are covered

**Due to IRS regulations, on HSA plans the deductible applies but coinsurance is waived*

What is Carrum Health and how does it benefit me?

Carrum Health is a special surgery benefit that provides exclusive access to “Centers of Excellence”. These hospitals and doctors provide for an improved patient experience and top-quality, more affordable care.

Who is eligible for the program?

SISC members on **PPO plans** with either Anthem Blue Cross or Blue Shield. Members must satisfy clinical guidelines for specific covered procedures.

This benefit is exclusive to Scripps Hospital and must be accessed through Carrum Health.

Which procedures are covered?

Eligible procedures include:

- Hip Replacement
- Knee Replacement
- Cervical Spinal Fusion
- Lumbar Spinal Fusion

How do I qualify for these services?

The following criteria must be met to qualify for the Carrum Health program:

- You have primary medical coverage through a SISC PPO plan.
- You meet requirements of the hospital physician(s) considering your case. Additional diagnostic or medical services may be required.
- Your local physician agrees to assume care for you upon return home.
- You have an adult caregiver physically able to assist you during your care and travel, if travel is needed.

Please contact Carrum Health to determine if your procedure is eligible.

Which services and expenses are covered?

Coverage includes the following:

- a. All eligible medical expenses associated with your evaluation or procedure at the hospital.
- b. Travel expenses for you and one adult companion including transportation, lodging, and a daily allowance.
- c. Medically necessary services or equipment related to this program provided after discharge from the hospital before returning home (excluding outpatient medication).

Which travel expenses are covered?

The following expenses are covered for you and one companion:

- a. Transportation – air, train, bus, rental car or mileage allowance (if driving your own car).
- b. Lodging – one hotel room to be shared by you and one adult companion.
- c. Meals – a daily allowance.
- d. Parking and baggage fees – as appropriate.

Who manages my travel?

Your personal Care Concierge will make all travel arrangements for you and one adult companion.

What forms do I need to complete? Do I need to provide medical records?

Upon verification of eligibility, your Care Concierge will help you complete the acknowledgement, authorization and medical records release forms. After that, your Care Concierge takes care of gathering and transferring all your medical records to your chosen hospital.

What about recovery care post-discharge?

Your Care Concierge will coordinate all follow-up care on your behalf, including development of your personalized post-discharge care plan, scheduling of all related services and smoothly transitioning you back into your SISC PPO plan for continuing coverage. Your Care Concierge will confirm the availability of follow-up care before you visit the hospital for the procedure.

Do I need to have a relationship with a local physician for recovery care?

Yes. In order to be eligible for the program, you must have an established relationship with a local physician. Your physician must be willing to assume ongoing care once you return home. Your Care Concierge will gather your home physician's contact information and facilitate arrangements for all necessary follow-up care on your behalf.

How do I participate in the program?

If your doctor has recommended surgery, you can contact Carrum Health by visiting my.carrumhealth.com/sisc or calling **1-888-855-7806**. A Care Concierge will be assigned to you and he/she will help verify your eligibility, assist you in selecting a hospital and doctor and begin coordinating the clinical visits and travel logistics, if necessary. Your Care Concierge will continue supporting you throughout the entire episode of care.

To learn more about Carrum Health:

 Call toll-free: 1-888-855-7806

 my.carrumhealth.com/sisc

