

2008 Annual Retiree Benefits



County of Riverside Announces Network Change for new Exclusive Care Select (non-Medicare) Plan

The 2008 Retiree Enrollment Guide (Pages 20 – 21), recently mailed to you, originally described Tier 2 of the new Exclusive Care Select (non-Medicare) plan as using the Blue Shield PPO network of providers. After careful review of the network choices Exclusive Care has decided to instead contract with MultiPlan, the nation's largest proprietary preferred provider organization (PPO) offering seamless access to nearly 720,000 provider locations nationwide, to use the PHCS network for Benefits under Tier 2 of the plan. Tier 1 benefits have not changed. They will continue to be provided through the Exclusive Care Network of providers.

Why did the County Select the MultiPlan Network for Tier 2?

MultiPlan offers the **PHCS** network, the nation's largest proprietary preferred provider organization (PPO) offering seamless access to nearly 720,000 provider locations nationwide.

PHCS is the first and only national proprietary PPO to earn endorsements of quality from two, independent, nationally recognized quality assurance organizations, the National Committee for Quality Assurance (NCQA) and the American Accreditation Health Care Commission. Other features of PHCS include:

- PHCS is a national PPO Network that operated in all **50 states**.
- There are **40 Million covered lives** using the network

Who are the Doctors, Providers and Facilities in the Multiplan Network?

Online directories are available to members by county and state. For more information about MultiPlan and their provider network, PHCS, go to: www.multiplan.com and click on **PHCS**. When asked to identify the logo on the front of the identification card select the "PHCS" logo and then "Continue". For additional instructions see the reverse side of this document.

Does the Network Change Affect the Plan's Schedule of Benefits?

No, the plan's schedule of benefits, described on pages 22 – 24 of the 2008 Enrollment Guide has not been modified. Only the network of providers available under Tier 2 of the *Exclusive Care Select POS* plan for non-Medicare retirees has been changed. There has been no change to the Exclusive Care Select Medicare Coordinated plan.

Who Do I Call If I Have Questions?

If you have questions about the networks or the plan, contact Exclusive Care at **1-800-962-1133** or www.exclusivecare.com. If you have questions about your Annual Enrollment Options, please contact the Benefits Information Line at (951) 955-4981.