



New University of Chicago Health Plan (UHP) Administrator

The following are frequently asked questions about Aetna becoming the Third Party Administrator (TPA) for UHP, effective January 1, 2017.

1. What is happening to UHP January 1, 2017?

Aetna will become the Third Party Administrator (TPA) for UHP to strengthen plan administration and customer service.

2. Will my UHP medical plan coverage change?

UHP plan coverage is NOT changing. All Covered Services must be provided via the University of Chicago Medicine network. As before, there will be no out of network benefits unless for emergency services or services authorized by UHP.

3. Will I receive new benefits ID cards?

In December 2016, you should have received new UHP ID cards that will include both the UHP and Aetna logos along with your CVS Caremark pharmacy information on the back. Please note, your member ID number has changed. Additionally, you will receive new ID cards from CVS Health for your UHP Pharmacy benefits. Starting January 1st, 2017, you can print a temporary UHP Medical Benefits ID card from your secure member website at www.aetna.com if you have not received your permanent ID card, or if you would like additional copies.

Note: *If you are enrolled as a single, you will receive one UHP card, Employee plus Spouse/Child(ren) or Employee plus Family will receive 2 ID cards. Additionally, all family members will be identified on the front of the UHP card instead of issuing separate cards for each member, as has been done in the past. You can always call member services after receiving your ID cards to request an additional card.*

4. Will my pharmacy benefits under UHP change?

No. CVS will remain our Pharmacy Benefits Manager (PBM). New CVS Pharmacy Benefit cards also will be issued in January 2017. Please note, the new UHP ID card received in December 2016 includes CVS Caremark pharmacy information on the back.

5. Will I need to select a new UHP Primary Care Physician?

No. The current UHP network will continue to be the only network option under Aetna. If you are currently enrolled in the University of Chicago Health Plan you **do not** need to elect a new PCP. UHP will provide Aetna your current PCP election. Please review and confirm your PCP election upon receiving your new Aetna UHP ID card.

Note: *If you have a qualified life event and are adding dependents to the plan, you will need to select a primary care physician for your family member(s).*



6. What if I want to change my Primary Care Physician?

Starting January 1, 2017, you can use an online, custom UCHP DocFind link: <http://www.aetna.com/dse/custom/uchp> to identify a participating UCHP provider in your network. You will need to call UCHP member services at (855) 824-3632 to make that election, Monday through Friday, 8:00 a.m. to 6:00 p.m.

7. Who do I contact if I have a 2016 medical claim or question prior to January 1, 2017?

For all questions regarding eligibility, claims, and Inpatient Utilization Review under your plan prior to January 1, 2017, or with a date of service before 1-1-2017, please contact UCHP Member Services at (773) 834-0900, Monday – Friday, 8 a.m. - 5 p.m.

8. Who do I contact if I have a medical claim or questions on or after January 1, 2017?

For all questions regarding eligibility, claims, and Inpatient Utilization Review under your plan on or after January 1, 2017 please contact UCHP Member Services at (855) 824-3632, Monday – Friday, 8 a.m. - 6 p.m.