



FOX VALLEY & VICINITY LABORERS

HEALTH AND WELFARE AND PENSION FUNDS

DATE: June 1, 2019
TO: Plan Participants
FROM: Board of Trustees
SUBJECT: Fox Valley Laborers Health and Welfare Fund -
Hines & Associates, Inc.

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Management:

Michael G. Shales, Chairman

John P. Bryan

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Dear Participant,

Please be advised that effective June 1, 2019, Blue Care Connection which includes utilization management and case management services currently offered through Blue Cross Blue Shield is being replaced by a new program. Hines & Associates, Inc. will now be providing utilization review and case management services to participants of the Fund.

Hines' utilization review program will assist you through pre-certification of all hospital in-patient stays to ensure you are receiving quality care that is medically necessary. You are required to pre-notify Hines for all in-patient hospital services including behavioral health/chemical dependency. In most cases your provider will need to contact Hines to pre-certify at the phone number on your ID card. If you are admitted due to an emergency, you or your family should notify Hines within 48 hours of the admission.

Case management is an approach to plan and coordinate the cost-effective provision of medical care throughout an extended period of serious illness or chronic illness. The assigned registered nurse will provide knowledge about your medical condition and assist the patient and family with the coordination of your care. Hines may contact you due to a health episode or you can contact them at the phone number on your ID card if you need help.

Both programs will ensure that the patient receives the best possible health care at a savings to the patient and the Fund.

A new ID card from Blue Cross Blue Shield will be sent to you. It contains important contact information for you and your providers regarding your health care and pre-certification of in-patient care.

See the enclosed brochures detailing the services offered by Hines & Associates, Inc. If you have any questions, please feel free to contact the Fund Office.

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