

VISTA Agent News

January 2007

VISTA earns 3-Year Accreditation

Vista Healthplan, Inc. and Vista Healthplan of South Florida, Inc. were both recently awarded a three-year accreditation, through October 2009, from the Accreditation Association for Ambulatory Health Care (AAAHC). It is the highest level of accreditation a health plan can receive from the AAAHC. Status as an accredited health plan includes passing a series of rigorous and nationally recognized standards set by the AAAHC. This achievement illustrates to consumers that although the industry is battling the skyrocketing costs of health care, excellent service is not influenced.

PRODUCT NEWS

VISTA now offers more options and value than ever!

To keep our members happy and healthy, VISTA now offers added convenience and more value with new discounts for members.

VISTA BETTER LIVING PROGRAM

VISTA members can now take a more active role in living a healthy lifestyle. Beginning January 1, 2007, discounts on membership fees at participating fitness clubs including Curves, Fitness Solutions, Gold's Gym, Planet Fitness and World Gym.

The VISTA Better Living Program, offered through Axia Health Management, also offers the following to Individual Plan members living in South Florida:

- QuitNet, a comprehensive online behavioral support program to help people quit smoking.
- My ePHIT, a customized online health and wellness program, with a telephone coaching feature, designed to engage individuals in activities promoting physical fitness, healthy eating habits and behavioral management.

HOLY CROSS NOW ACCEPTS VISTA MEMBERS

VISTA is pleased to announce that Holy Cross Hospital, located in Broward County, has joined its extensive network of participating providers which now includes nearly all hospitals in South Florida. The three year agreement includes all VISTA lines of business.

HEARX DIAGNOSTICS, EXAMS AND PRODUCTS

HEARx offers the largest variety of hearing products to VISTA members at a 20% discount. In addition, members can also take advantage of a screening to Commercial members at no charge. Refer your clients to www.hearusa.com to find a convenient HEARx store location.

HEALTHWORX ELECTRON BEAM TOMOGRAPHY (EBT) VIRTUAL SCANS

HealthwoRx Scan Center, located in Pembroke Pines, now offers VISTA members up to a 15% discount on a new, noninvasive scanning technology using electron beam tomography (EBT). EBT scans are useful in the early detection of heart disease, cancer and other diseases and produce more precise images with less radiation than other screening methods. Members should call HealthwoRx at 954-442-0879 for more information.

VISTA'S WEBSITE IS AT YOUR SERVICE

VISTA's expanded web site capabilities include tools and enhancements to promote informed health care decision making in a safe, secure and hassle-free environment. The web site also includes a current list of VISTA's participating providers which is updated daily. Visit us at www.vistahealthplan.com.

Contact your Sales Representative for more information.

Download applications, agent registration forms, benefit summaries at
www.vistahealthplan.com click on "Brokers".

INDIVIDUAL BUSINESS IN SFL

Foreign National Underwriting Policy Change

EFFECTIVE IMMEDIATELY:

Applicants without a valid Social Security number and living in the United States more than three years are subject to the standard underwriting guidelines. Refer to the new Field Underwriting Guidelines on the VISTA web site.

Applicants with a seven series Social Security number and living in the United States more than three years are subject to the new standard underwriting guidelines.

Application online for Individual business now “editable”

Agents living in South Florida and selling the Individual product can now complete applications directly online. Once the application is completed, the form will need to be printed out for the applicant's “wet signature” and submitted as they normally are submitted. Brokers or applicants can visit www.vistahealthplan.com. Click on “Brokers”, “South Florida” and then “Individual”. The enrollment application is under “Administrative Forms.”

Individual business 1st month premium checks for EFT options 1 & 2

Effective immediately, no first month premium checks will be accepted when the first month EFT billing options are elected (Option 1 and 2). These billing options only require a voided check. These premium checks will be returned to the applicant.

Individual bonus continues through 2007

- 25 approvals by year end keeps you at 240% for 2007
- 50 approvals by year end keeps you on the “Free Lead” program

Contact your Sales Representative for more information regarding the commission schedule and bonus programs.

New HPV vaccine covered by VISTA

Seventy to ninety percent of cervical cancer cases are linked to HPV (human papilloma virus), according to Merck and Co., Inc. A new vaccine to help prevent HPV has been developed. It has been featured in advertising campaigns and received extensive media coverage raising public awareness on the subject. In response to this new medical development, effective immediately, VISTA Commercial and Individual members ages nine to 26 are covered for the GARDASIL™ HPV vaccine.

HIPAA authorization forms

The Health Insurance Portability and Accountability Act (HIPAA) Privacy regulations generally prohibit using or disclosing a person's Protected Health Information (PHI) unless it is authorized by the individual. However, there are times when the HIPAA Privacy rules will allow an individual's PHI to be shared between two parties, especially for reasons of Treatment, Payment or Healthcare Operations as defined under HIPAA.

We understand it may be confusing for you to determine under what circumstances an individual's information can be shared or when a HIPAA authorization form would be required in order to release an individual's PHI. To assist you, materials have been created to help you to determine whether or not you will need to have a HIPAA authorization form on record prior to assisting a VISTA member. These materials are located on VISTA's website – www.vistahealthplan.com – under the brokers section. The forms are on the South Florida broker page in each product line category – Small Groups, Large Groups and Individual. You will see the forms listed under the section entitled HIPAA Forms.

Included in this collection of materials are the following: 1) HIPAA Authorization Forms for both VISTA Healthplan, Inc. and VISTA Healthplan of South Florida, Inc.; 2) a guide to when a HIPAA authorization form is required; 3) an instruction sheet that your client can follow to ensure accurate completion of a HIPAA authorization form (in the instance that one is required); and, 4) a sample completed HIPAA authorization form.

If you have any questions regarding these materials or the general use of a HIPAA authorization form, please contact your VISTA representative.