



TRUSTLINE

For more than 32 years, California's Valued Trust has focused on providing you the best and most responsive member service. In continuing the tradition, the TrustLine is our primary communication vehicle used to provide required notices and insights into issues that impact your healthcare benefits and rates, as well as new services and options with CVT. We invite every member to engage our Member Services team with questions or feedback regarding any of CVT's healthcare offerings.

FALL 2016

Free Flu Shots Available Now! Protect yourself, and your family, with a flu shot this season!



Flu season is here, and getting a flu shot is one of the best ways to keep you and your family healthy. With that in mind, California's Valued Trust (CVT) wants to make it as easy as possible to help our members fight the flu this season. And remember, the flu vaccine is covered at 100% as a preventive care benefit!

There are many convenient ways for you and your eligible dependents to receive a free flu vaccination. Simply find your plan in this useful chart to see where flu shots are available to you! For more information, contact **CVT Member Services** at **(800) 288-9870** Monday-Friday, 8am to 5pm.

Influenza is a serious disease that can lead to hospitalization and sometimes even death. Every flu season is different, and influenza infection can affect people differently. Even healthy people can get very sick from the flu and spread it to others. An annual seasonal flu vaccine is the best way to reduce the chances that you will get seasonal flu and spread it to others. When more people get vaccinated against the flu, less flu can spread through that community.

| CVT Plan Coverage | Physician/Medical Facility | Retail Pharmacy | CVT Flu Shot Clinic |
|------------------------------------|----------------------------|-----------------|---------------------|
| Anthem Blue Cross PPO Plan | X | X | X |
| Blue Shield of California PPO Plan | X | X | X |
| Anthem Blue Cross HMO Plan | X | X | X |
| Blue Shield of California HMO Plan | X | | X |
| Kaiser Permanente HMO Plan | X | | X |

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VALERIE'S VIEW POINT

Valerie Cornuelle - CVT'S Executive Director

CVT recently received a phone call from a member whose three-year old son suffers from hearing loss. She was reading in the Trustline newsletter about CVT's new partnership with TruHearing and was excited to learn that this program for our PPO and HMO members offered substantial discounts on hearing aids. It touched us to learn that this program was now going help her afford hearing aids for her son. She said, "This is the best gift I could have received."

Her joy was our joy because helping members is our number one goal at CVT. We try to do whatever we can to help members with their healthcare. It is why we have brought programs to members such as MDLIVE which gives PPO and HDHP members 24/7 access to doctors anywhere at any time. Our Employee Assistance Program (EAP) through Beacon Health has helped members with counseling, legal and financial issues, and work/life concerns.

These are just a few of the programs we have added in recent years to benefit our members. And, we try to help our districts and chapters when we can, too. We use our vendors and resources to help members in time of need, such as during the fires in Calaveras and Amador Counties last year. We were able to help CVT members receive counseling and resources from our partnerships with vendor partners like CVS/caremark and Beacon Health.

At CVT we consider it a privilege and an honor that our members have entrusted us with something as important as healthcare coverage for themselves and their families. We take that trust given to us very seriously and want our members to know that we are grateful for the opportunity. At the end of the day, it's all about serving our members.

Thank you for the opportunity to be of service to you. We wish you and your family a joyous holiday season.

CVT Wellness Plans

Rewarding you for making healthy choices

Are you currently enrolled in one of CVT's three 2016-17 Wellness Plans? Whether it is the *Wellness PPO Plan with Anthem Network*, *Wellness PPO Plan with Blue Shield of California Network* or the *Kaiser Permanente HMO Plan with Wellness Program* don't miss out on earning your \$400 in credits or gift card.

CVT's PPO Wellness Plans offer credits that are applied toward your out of pocket co-pays and deductibles, up to \$400 per year. To receive credits, you participate in various wellness activities. Each are assigned a credit value and are banked into your account until you incur a co-pay or deductible. At that time, if credits have accumulated, you'll receive a reimbursement check.

CVT's Kaiser Wellness Plan offers credits for similar health activities and are sent out in the form of Visa cash cards as you redeem your rewards at **healthworks.kp.org/cvt**. This plan requires that you reactivate each year by signing on to the site and accepting the terms and conditions. All plans offer \$50 in credits just for enrolling each plan year which begins on October 1st. Now that's a healthy way to start the plan year!

We're here to help you get started! It's simple! It's easy! Call **CVT Member Services** at **(800) 288-9870** or visit **cvtrust.org/products/medical-plans** for guides on how to get started.

Introducing a new preventive health benefit

SOLERA4ME California's Valued Trust is pleased to announce Solera4me, a new preventive health benefit for Anthem Blue Cross members. It's a lifestyle change program that can help you lose weight, adopt healthy habits, and reduce your risk of developing diabetes.

The program is 16-weeks, and is available at no charge to Anthem PPO and HMO members who qualify.

There are a number of different options to choose from: some are national programs like Weight Watchers and Jenny Craig; some are online like HealthSlate and Retrofit; and still others are local programs you can attend in your community.

We're working with Solera Health who will help employees to determine if they qualify and then match them with the program that's the best fit. While the programs have different formats, most include the following elements:

- **A focus on making healthier food choices and increasing activity levels**
- **Weekly lessons**
- **1-1 interactions with a lifestyle health coach**
- **Tools like a wireless scale or activity tracker**



You can find out if you qualify by visiting **solera4me.com/cvt** and taking a 1-minute quiz.

Want to speak with someone directly? Contact Solera at **(877) 486-0141**.

New CVT YouTube Video



Continuing CVT's commitment to healthcare education, we have produced two new videos and placed on our website. ***Making your Healthcare Plan Work for You*** is a helpful video that takes you quickly through all the many added resources that are available to members. The purpose of the video is to make sure members are getting the most out of their CVT healthcare benefits. So often members will say, "I didn't know that benefit was available to me." For example, did you know that CVT PPO and HMO members can get high-quality hearing aids through TruHearing Select at big discounts? Check out the video at cvtrust.org/resources/healthcare-literacy.

Why Choose CVT is a video for school administrators and chapter leaders to help them understand how easy it is to join CVT. It reviews some of the key benefits of belonging to the Trust and how we take the hassle out of switching to CVT with services like online enrollment. You can watch the video at cvtrust.org/resources/healthcare-literacy.

Enhanced Discount Hearing Aid Program Now Available

TruHearing™ Your hearing health is a vital part of your overall health and wellness. That's why the new TruHearing Select Discount Hearing Aid Program is designed to make it more affordable for our medical plan subscribers and their eligible dependents to address hearing loss and live a full, healthy lifestyle.

If you're interested in using this program, contact **TruHearing** at **(844) 300-0134** or **TTY (800) 975-2674** to confirm your eligibility and schedule a hearing exam. A TruHearing representative will explain your options, answer all your questions, and schedule you with an audiologist or hearing instrument specialist in your area. The audiologist or hearing instrument specialist will assess your hearing and recommend the right hearing aid for you. All appointments must be scheduled through TruHearing. Additional information is available at TruHearing.com.

Cal INDEX

A new safe and secure way for your health records to connect

Anthem is pleased to announce a new system that gives your doctors and emergency room providers quick access to your health history. Called Cal INDEX, it is a protected way for doctors treating you to have access to your health history for test results and medications. There are tight security measures and encryption techniques that keep your data safe. Social Security and financial data are not collected. CalINDEX only applies to members residing in California. To learn more, visit calindex.org. As a participant in CVT's Anthem Blue Cross PPO and HMO plans you are automatically signed up. Your participation is completely optional. If you would like to opt-out go to calindex.org/opt-out or call **(888) 510-7142**.

Thank you Lois and Tommie for your years of service!



Lois Casey

If you have called CVT there is a good chance you spoke with the very energetic and friendly Lois. Lois has been with CVT for over 12 years now helping us greet members, vendors, and getting you in touch with the person that can help you. She also helps CVT with vendor processing and deliveries. Lois joined the CVT team after working for AT&T and the City of Sanger. Lois has enjoyed her time here and one of her favorite things is speaking with all the different people every day, "I enjoy greeting people and helping them solve any problems they may have, and it is so exciting to be able to talk with all of these different people every day." Lois is a Central Valley native growing up on a family farm. In her spare time Lois really enjoys cooking and spending time with her family. We even hear that she has an amazing family recipe for seafood gumbo. Thank you again for the 12 years of service!



Tommie Perez

CVT would like to extend a big thank you to Tommie Perez for being with the CVT team for 24 years. Tommie has been part of our great member services team helping members with questions about their plans, eligibility, and claims. She really enjoyed bonding with all of the members over the year, and she likes to think of CVT as a big family to her. Now retired, she plans to spend as much time with family as she can. They plan to go on some adventures together and explore some new places. Thank you again Tommie for the great 24 years!

TRUSTLINE

CALIFORNIA'S VALUED TRUST



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Free Flu Shots Available Now!

ConditionCare

Helping you live your best life

CVT is pleased to announce a new partnership with Anthem Blue Cross coming January 1, 2017 that will support Anthem members who have a common chronic condition. This program replaces Alere, our previous care management partner, and will be available for active and non-Medicare retiree subscribers and eligible dependents on CVT's Anthem PPO and HMO plans.

If you or a covered family member have a long-term (chronic) health problem, ConditionCare from Anthem Blue Cross is for you. ConditionCare is a no-cost health and wellness program that provides personalized resources and support, including:

- 24-hour, toll-free access to a nurse who'll answer your questions
- A health assessment by phone
- Support from nurse care managers, pharmacists, dietitians, doctors, and other healthcare professionals to help you reach your health goals
- Educational guides, electronic newsletters and tools to help you learn more about your condition

To learn more or to join ConditionCare, call toll-free at **(800) 621-2232**.



ConditionCare is for members who have:

- Asthma (pediatric or adult)
- Chronic obstructive pulmonary disease (COPD)
- Coronary artery disease (CAD)
- Diabetes, types 1 and 2 (pediatric or adult)
- Heart failure (HF)



**CALIFORNIA'S
VALUED TRUST**

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