



YOUR BENEFITS, DISCOVERED

August 2017

CIS HEALTH MANAGER: ONE ID, ALL ACCESS

You've been here before — you need access to three important, but seldom-used websites. Frustratingly, you've forgotten all three passwords.

Regence and CIS have partnered to simplify your access to health-related information by creating the CIS Health Manager. If you're a Regence member, you'll no longer have to visit multiple websites or be forced to remember multiple logons and passwords.

The CIS Health Manager features one logon and one password, whether you're checking your claims, looking up your ID-card number, registering for MDLive, or trying to access Express Scripts for prescription drug information — it's truly a one-stop shop.

Over the years, you've asked us to make your healthcare easier. And with nearly everyone now working on a mobile phone, this site gives you access to your information by mobile, tablet or computer.

"The integration of these helpful tools into a single solution is the future of health care," said CIS Benefits Director Carolyn Van Dyke. "The CIS Health Manager at regence.com will continue to evolve over the next year as new resources are added and customized — so be sure to visit the site frequently to see what's new."

CIS

Benefit Connections

Are you one of our secret winners?

From now until Dec. 31, 2017, every time you receive "Benefit Connections," you'll have a chance to win a \$25 Amazon gift card. How does it work?

Just by reading the newsletter carefully. We've randomly selected four winners and buried their names and employer in the text. If you find your name, email EmployeeBenefits@cisoregon.org within 31 days of the date on this letter. We'll confirm who you are and then mail you your gift card.

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Currently, The CIS Health Manager gives you (Juan Torres from Mid-Willamette COG) access to many tools and programs. You can:

- Chat with a doctor by phone or video, 24/7, wherever you are through **MDLive**.
- Access your prescription drug coverage through **Express Scripts** without a separate logon.
- Earn gift cards through **hubbub** by simply committing to healthy behaviors like drinking more water, taking the stairs, participating in a financial program, learning how to relax, etc.
- Earn gift cards through the **Regence Rewards** program by practicing healthy behaviors like flossing your teeth, getting a massage, visiting your dental provider, etc.
- Receive financial assistance for certain weight management programs through **CIS Healthy Benefits**.
- View your vision plan benefits, find a provider, get special offers, or shop for eyewear through **VSP (if vision is provided by your employer)**.

Other enhancements include the provider search tool where you (Sean Brady from Tualatin) can compare pricing and see doctor ratings. Your health care has never been more transparent.

"Comparison shopping is so important" said Carolyn. "It's a piece that most of us have missed. People price compare for everything — from cars to appliances. Why not compare prices and outcomes with health insurance?"

Improving your experience

Investing in the customer experience is a welcomed change. With the single sign on and a simpler design, everything is brought to the front so it's easier to find things.

Carolyn added that for someone like her, who doesn't use technology often, the site is much easier to use.

"Regence has made it easy; even for us nontechnical people," she said. "Going to sites without multiple logins makes it easier to get your questions answered."

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Carolyn recently accessed MDLive from the CIS Health Manager and was surprised with how easy it was.

"I was sick in bed and through MDLive, had a virtual doctor's visit right there from home," she said. "It worked perfectly. I know that if I lived in a rural place, it would be even more important to have the doctor come to me through the MDLive service."

Carolyn also likes the incentives offered through hubbub and the Regence Rewards program to recognize your good choices.

"I like the simple rewards: learn about better eating habits, complete company challenges, earn points; take vitamins, earn points; drink more water, earn points; floss your teeth, earn points; exercise, earn points. It's all about your wellbeing — and it's fun to do!"

The fun is what should turn the task from being a chore into an easy habit.

There's also easier access to your Explanation of Benefits (EOB) or requesting an ID card (Suzanne Ketrow from Salem Housing).

Getting the most from your benefits

Today, more than ever before, it's important to know how your benefits work so you can take advantage of all the resources and programs paid for by your employer and by you (Holle Schildan from NWSDS).

"If you don't know about all of your benefits, then that's an issue," said Carolyn. "For example, Regence's Advantage Program gives discounts for everyday things — even things like movie tickets and other community events. Many employees don't even know that they have access to discounts through Regence Advantage."

At CIS, it's about our mission. We often say that, "we're all in this together."

"The cost increases associated with health care are just not sustainable," said Carolyn. "We all need to become more engaged in our own health — and we all will benefit, both physically and financially, when we do."

CIS is committed to meeting your needs at the level that you've come to expect. And when you take steps to live healthier lives, you help us reduce the rising cost of health care.

