

Provider Bulletin

Control Number: PRB 12-07-03
Date: December 27, 2007
Subject: Retail Clerks Welfare Trust
 • Name change to Sound Health & Wellness Trust
 • Benefit change – PPO & Group Health Options (GHO)
 • New Health and Wellness programs
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Effective Date: January 1, 2008

This bulletin includes important information regarding several changes for one of First Choice Health Network’s (FCHN) largest client groups. **Retail Clerks Welfare Trust** is changing its name to **Sound Health & Wellness Trust**.

You are most likely familiar with the PPO Plans administered by Zenith Administrators (Zenith). New ID cards will be issued in mid-January and include both the old and new Trust names. The current billing and contact information is not changing. See below for sample ID card:



Please note that the Trust’s pre-certification requirements are unchanged.

The Trust has also historically offered Group Health HMO plans to its members. Effective January 1, 2008, these plans will convert from Group Health HMO plans, which do not access FCHN, to Group Health Options point-of-service plans, that do access FCHN at the out-of-network benefit levels. New ID cards will be mailed late December 2007. See below for sample ID Group Health card:



Along with the new name, The Sound Health and Wellness Trust is changing aspects of their benefit plans, such as focusing on wellness and disease prevention through several programs called LiveWell. The Trust will also introduce a health reimbursement account and a personal health assessment. The PPO and GHO Plans no longer have any office visit co-pays. Preventive care is covered at 100% in the PPO Plans. We suggest discussing these benefit changes with your Sound Health & Wellness patients. For more clarification, here is a list of contact telephone numbers:

- PPO Plan eligibility and benefit questions: Zenith Administrators: 206.282.4500 or 800.225.7620
- Group Health Options eligibility and benefit questions: 888.767.4670

Online information will be available February 1 at www.soundhealthwellness.com

If you have questions regarding this bulletin, please contact Provider Relations at 800.231.6935 extension 2103 or via Email to ProviderRelations@fchn.com.

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