



Dear Long Branch Schools Health Plan Member,

This letter is to inform you about four important points regarding your new health benefits plan:

1. To invite you to visit the new Long Branch Public Schools Partnership Health Center
2. To clarify how you can take advantage of “Patient’s In-network Benefits Level Extension” until November 1
3. To clarify how to respond if your doctor requires a payment in advance of service
4. To explain how to be reimbursed for out-of-network claims

We recommend filing and saving this information for future reference.

1. Welcome to the Long Branch Public Schools Partnership Health Center

**404 Indiana Avenue
Long Branch, NJ
Phone 732-571-6680**

**Weekdays 7 AM to 5 PM
Weekends 8 AM to 1 PM**

Partnership Health Center Long Branch (PHCLB) offers primary care, urgent care and preventive care, including patient education for chronic diseases, X-ray services, laboratory services, blood draws, common generic medications, injections, pain management, blood pressure checks and care coordination. This facility is reserved for all non-HMO Long Branch Public School health plan members and their dependents covered under the health plan. It is not open to the public.

Visiting Partnership Health Center Long Branch is 100% voluntary and there are never any co-pays or deductibles.

Partnership Health Center Long Branch’s clinical staff is highly qualified and experienced. Our primary care physicians and the Clinical Care Coordinator, Barbra Pepe, will get to know you and can serve as your advocate at every step of any medical process. A short description of their background is attached.

Coordination of care by various medical providers is an important way to improve your health care. Such coordination is usually done by a primary care physician. For that reason and others, it’s important to see a primary care physician regularly. If you don’t have a regular primary care physician, we invite you to consider making Partnership Health Center Long Branch (PHCLB) your medical home, a central base that can help coordinate all your medical care.



The Pain Management Program at PHCLB is dedicated exclusively to diagnosing and referring treatment for pain. Housed within the center at the same on-site location, the program is run by board certified physician diagnosticians whose only responsibility is to diagnose patients and recommend proper treatment for pain. Like all services at Partnership Health Center Long Branch, the Pain Management Program is 100% voluntary, and there are never any co-pays, deductibles or financial paperwork. To access the Pain Management Program, call 732-571-6680 and make an appointment to see one of the PHCLB doctors.

PHCLB can do lab work in the center prescribed by any doctor.

An Integrity Health Claims Representative is at the center five days a week during normal business hours. If you have a question or concern about any claim from any provider, you can schedule an appointment by calling 732-571-6680.

We hope you will visit often so we can get to know you and your medical needs. If you haven't already done so, why not schedule a Meet and Greet appointment for yourself and your family members? Just call 732-571-6680. The center is open Monday through Friday from 7 am to 5 pm and Saturday and Sunday from 8 am to 1 pm. Free parking for patients is readily available in the lot outside Partnership Health Center Long Branch.

Partnership Health Center Long Branch is part of Integrity Health's commitment to facilitating whole health for members and their dependents. We invite you to *Join Us In Good Health*.

2. How You Can Take Advantage of the "Patient's In-Network Benefits Level Extension"

If your healthcare professional is in the following category:

- 1) Has been treating members of the Long Branch Public Schools health plan;
- 2) Is currently participating with the NJ School Employees Health Benefit Plan network;
and
- 3) Has been referred to Integrity Health for recruitment;

Claims for treatment occurring during the month of October will be considered in-network for your reimbursement purposes.

Please see the enclosed letter for providers regarding the extension of benefits. We recommend you present it when visiting providers in the month of October who meet the above criteria.



3. How to respond if your doctor requires a payment in advance of service

It's important to give your doctor your new member ID card. The doctor's office may call the number on the card for information about payment processes. This may answer his/her concerns or questions about payment. The doctor should then submit his/her claim for payment to the address indicated on your ID card.

If your provider meets the above criteria (in Section 2) but requires an upfront payment beyond your office visit co-payment, you should pay as required then download the Claim Submission Form at <http://www.integrityhealth.com/longbranchschools.aspx>. Please complete the form and, together with the receipt, mail it to Integrity Health at the address listed on the form.

Integrity Health will pay providers who meet the above criteria (in section 2) at the Reasonable and Customary Rate. The vast majority of providers will accept that amount without question. However, Integrity Health cannot control how out-of-network providers bill, so it is possible that in a few cases a provider may balance bill a member. If that should occur, you should notify Integrity Health. Please mail a completed Claim Submission Form (available at www.integrityhealth.com/longbranchschools.aspx), the balance bill and any receipts from your provider to Integrity Health at the address listed on the form. Alternatively, you may bring this information to the Claims Representative in Partnership Health Center Long Branch. We will make every effort to resolve the situation.

4. How to be reimbursed for out-of-network claims

To submit for reimbursement of an out-of-network claim, you may download the Member Reimbursement Form at <http://www.integrityhealth.com/longbranchschools.aspx>. Please complete the form and, together with the receipt from your provider, mail it to Integrity Health at the address listed on the form.

Thanks for considering this information. We hope to see and serve you at PHCLB.

Sincerely,

Douglas R. Forrester
President

Dr. Rekha Menon, M.D.
Medical Director



Meet the Staff of the Partnership Health Center Serving Long Branch School Employees

Medical Director: Rekha Menon, M.D.

19 years' medical experience: The Brooklyn Hospital- Attending Physician and Chief Resident; First Medical Inc.- Chief of Quality Assurance a.; M.S. Ramaiah Medical Hospital, India- practicing physician of ENT, Ophthalmology, Radiology and Dermatology
Education: Medical Doctorate, M.S. Ramaiah Medical Hospital

Nurse Practitioner & Advanced Practice Nurse: Patricia Pavlak, RN, MSN, ANP-BC, CCTC, CPTC

11 years' medical experience: Columbia University-Diabetes Nurse Practitioner; New York Presbyterian – Weil/Cornell- Kidney/Pancreas Transplant Coordinator; Meridian Health System- Administrative Supervisor
Education: MSN/ANP, Monmouth University, recipient of 13 medical licenses and certificates

Registered Nurse: Sean Gowers, RN

5 years' medical experience: Univ. of AZ Med. Ctr., Overlook Hospital, Summit NJ, Muhlenberg Med. Ctr.
Education: Associate Degree of Applied Science in Nursing, Pima Medical Institute

Care Coordinator: Barbra Pepe, RN

24 years' nursing experience: West Essex Ob/Gyn Associates; HIP of NJ; Palisades General Hospital
Education: Licensed Registered Nurse by State of NJ; Bergen Community College

Radiology Technician: Patricia Turner

30 years' medical and radiology technology experience: Partnership Health Center, Toms River; Affiliated Foot & Ankle Center, Howell
Education: Bachelor of Science- Radiologic Technology, College of Misericordia

Radiology Technician: Caitlyn Springsteen

3 years' medical experience: Jersey Shore University Medical Center; Doctors Office Urgent Care,
Education: Bachelor of Science. Towson University, Maryland

Radiology Assistant: Donna Dudas

2 years' radiology experience
Education: Associate of Science Degree, Mercer County Community College

Licensed Practical Nurse: Cynthia Goins-McKnight, LPN

15 years' medical experience: Meridian Health-LPN; Quest Diagnostics, Certified Phlebotomist
Education: Practical Nursing Diploma, Lincoln Technical Institute

Licensed Practical Nurse: Muriel Giordano, LPN

30 years' medical experience: Child Health Institute, Pediatric Rheumatology; Capital Health and UMDNJ
Education: Practical Nursing Diploma, Middlesex County Vocational School

Claims & Care Coordinator Associate: Scott Perry, LPN

22 years' experience in the medical field: Monmouth Medical Center, Triveris/Loomis Claims Processor
Certifications: Venipuncture, Glucose Monitoring, Cardiac Care, CPR, IV Therapy

Certified Medical Assistant: Natasha German

2 years' medical experience: Reproductive Science Center of NJ
Education: 2 years study at St. Peter's University Jersey City, Medical Assistant Program

Health Center Receptionist: Clare Weiner

36 years' business experience: Owner/operator, Horizon Spring Water Company; Executive Assistant, NJ Department of Human Services
Education: Professional School of Business-Secretarial Diploma; Brookdale Community College





September, 2014

Dear Healthcare Provider:

As of October 1, 2014, the Long Branch Public Schools health plan will be managed by Integrity Health. The provider network for this plan will be MagnaCare Plus (which also includes other networks such as Multiplan). If you are

- 1) treating a member of the Long Branch Public Schools health plan, and
- 2) are currently participating with the NJ State Plan's Horizon or Aetna networks but not with MagnaCare or Multiplan, and
- 3) your patient has referred your name to MagnaCare for recruitment,

then claims for the member will continue to be processed at the In-Network benefit level for the patient until November 1, 2014.

Please collect applicable in-network co-payments from the member, and submit the claim to the address indicated on the member's ID card.

If you have not been contacted about joining the MagnaCare Plus network, please call: 732-242-6861.

Sincerely,

Integrity Health