

# IMPORTANT UPDATES

Summer 2016



## Questions, suggestions, complaints or grievances?

Do you have any questions, suggestions, complaints or grievances about the SAMBA Health Plan, including the Cigna PPO network, the Express Scripts pharmacy program or a specific health care provider? If you do, we want to hear from you. You can call SAMBA at **1.800.638.6589**, Monday–Friday, 8:00 am–5:00 pm EST. Or, you can email SAMBA by visiting our website at **www.SambaPlans.com** and clicking on the “Contact Us” link. Be sure to use the Secure Email option if your email contains personal health information or a Social Security number. And lastly, you can write SAMBA at 11301 Old Georgetown Rd, Rockville, MD 20852. SAMBA responds to all inquiries.



## Get the most from your pharmacy benefit using the Express Scripts Mobile App

SAMBA members can use the Express Scripts Mobile App to manage their medications anywhere and at any time. Simply go to **www.Express-Scripts.com** to download the free Express Scripts Mobile App.\* After you register, you can refill and renew prescriptions, check the status of your order, view your prescription history and much more.

For more information, visit **www.SambaPlans.com**, click on Health Benefit Plan and choose Prescription Drug Benefits, or call SAMBA customer service at **1.800.638.6589**.

\*The downloading and use of any mobile app is subject to the terms and conditions of the app and the online store from which it is downloaded. Standard mobile phone carrier and data usage charges apply.

Together, all the way.®





### Express Scripts Smart 90: Questions concerning the CVS Health acquisition of Target pharmacies

Target pharmacies currently participate in the Express Scripts Smart 90 network. CVS Health has acquired all 1,672 Target pharmacies and is rebranding them as CVS drug stores. CVS drug stores do not normally participate in the Smart 90 network.

However, Express Scripts advised that CVS's acquisition of Target's pharmacies will have no impact on SAMBA members at this time. All Target pharmacies, even the ones that have been rebranded as CVS pharmacies, will remain in the Smart 90 network through 2016. Express Scripts is actively engaged in discussions with both CVS and Target concerning the Smart 90 network status of these pharmacies after this year. SAMBA will keep members informed of any changes that will take place next year.



### Earn a \$25 calendar year deductible credit by completing your health assessment

When you complete the CareAllies health assessment, SAMBA will apply a \$25 credit toward your calendar year deductible. This incentive is limited to two covered individuals per family (over age 18) and allowed once per calendar year. By taking the assessment, you'll gain knowledge about what you are doing well and areas that may need work. With this knowledge you will have the power to make positive changes in your life.

To complete your health assessment, visit **[www.SambaPlans.com](http://www.SambaPlans.com)** and enter "health assessment" in the Search field. When you click on the health assessment link, you will be directed to the SAMBA/MyCareAllies web page where you can register or sign into your MyCareAllies account to take the health assessment.



### When was the last time you saw your doctor?

Did you know that annual physicals and many routine screenings are covered at 100% under your SAMBA Health Benefit Plan when a Cigna PPO network provider is used? \*\* Don't wait, schedule your checkup today!

To locate a Cigna PPO doctor or to view your benefits, visit **[www.SambaPlans.com](http://www.SambaPlans.com)** and click on Health Benefit Plan.

\*\*Not all preventive care services are covered. Please see your plan documents for preventive care coverage details.



## Notice of accreditation survey of SAMBA, August 15-17, 2016

The accreditation survey will be used to evaluate SAMBA's compliance with the standards of the Accreditation Association for Ambulatory Health Care, Inc. (AAAHC) for a health plan and to determine if accreditation should be awarded to the plan.

Through an emphasis on education and consultation, the ultimate purpose of the accreditation process is to improve the quality of health care and member services. SAMBA has voluntarily requested this survey as a means of assisting its own efforts to improve the quality of health care and member services. The health plan's members, members of the general public, providers and staff members believing that they have pertinent and valid information about SAMBA's compliance with AAAHC standards, may request an information presentation with AAAHC surveyors at the time of the survey for the purpose of presenting such information, or may communicate such information in writing or by telephone to AAAHC. All pertinent information received from identified individuals at or before the survey will be considered in the accreditation decision process.



Requests for presentation must be received at least two weeks before the survey in order to allow sufficient time to schedule the presentations. Requests for public information presentations or reporting of pertinent and valid information may be communicated in writing or by telephone to AAAHC at the following address and telephone number.

Accreditation Association for Ambulatory Health Care, Inc.  
Health Plan Services  
5250 Old Orchard Road, Suite 200  
Skokie, IL 60077

Telephone **1.847.853.6060**  
FAX **1.847.853.9028**

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**Earn a \$25 credit.**  
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