

GOV GUAM

EMPLOYEES, RETIREES & SURVIVORS!



Frequently Asked Questions (FAQ)

Why should I choose TakeCare?

You should choose TakeCare for more choices. More provider choices for you and your family. A network of more than 200 providers on Guam. Lower co-pays at select preferred in-network providers. Choose from 19 different fitness partners. Choose a payroll deduction that is as low as **\$2.04 biweekly**¹. For yourself and your family, choose TakeCare during GovGuam open enrollment from **September 1 to September 25, 2021**.

How can I enroll?

We are encouraging online enrollment, but paper will be accepted. Online enrollment is quick, convenient, and easy. To enroll online, visit:

<http://tiny.cc/TCGovGuamEnrollmentForm>.

Is TakeCare the default insurance company for GovGuam?

GovGuam employees, retirees, and survivors have a choice of two providers for medical coverage in FY2022. TakeCare was selected by GovGuam as the **most economical and beneficial plan** for **PP01500, HSA2000, and RSP**. **NOTE: You MUST Re-enroll to continue your health coverage with GovGuam.**

Can I sign up for TakeCare's medical plan and the GovGuam dental plan?

Yes, you can! Using TakeCare's enrollment portal, select your chosen TakeCare medical option and the dental plan option. Or, complete the TakeCare paper enrollment form, writing in that you're also enrolling for dental. **Either way, you also need to let us know which dental enrollment class (I - IV) you're choosing as it may be different from your medical class choice. It's that easy!** We'll take care of the rest, making sure DOA receives both your medical and dental enrollment.

Is TakeCare's network limited to FHP clinic? What about GMH?

In addition to exclusive access to FHP Health Center, GovGuam members have in-network access to more than 200 other providers on Guam including **Guam Memorial Hospital, American Medical Center, IHP, Guam SDA Clinic, GRMC**, and many others.

TakeCare has a longstanding relationship with GMH and GMH accepts all eligible members. Likewise, GRMC accepts all eligible TakeCare members for covered inpatient and outpatient services and specialty care. Go to www.takecareasia.com/govguam2022 to view TakeCare's entire on-island, U.S. mainland, Philippines, and Asia provider directory.

Will TakeCare pay my claims on time?

TakeCare under its contract with GovGuam must meet performance standards for claims processing and payment. Currently, as measured up to May 2021, **99.04%** of TakeCare claims are processed (paid, denied, or pended for information) within 30 days of receipt. We work with providers to ensure that all billing information and related documentation are received in order to quickly pay claims based on the agreed performance measurement.

How can I get an appointment at FHP?

There are several ways you can make an appointment at FHP. You can call **(671) 646-5825 Press 1** or call the designated GovGuam Hotline at **(671) 647-0468 (OGOV)**. You can also request for an appointment via email by visiting: <http://tiny.cc/FHPAppointments> or scanning the QR Code.



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What is TakeCare's Wellness Program?

With its nationally recognized wellness and fitness program, TakeCare encourages individuals and family members to live a healthy and balanced lifestyle around the key elements of TakeCare's balanced lifestyle philosophy: **1 Being Active;** **2 Eating Right;** **3 Relaxing & Unwinding;** and **4 Staying Socially Connected.** TakeCare members have access to no-cost health education classes to learn about better nutrition, prevent heart disease, quit smoking, and control diabetes. TakeCare's diabetes prevention program is the only program fully recognized in the region by the Centers for Disease Control and Prevention (CDC). TakeCare empowers its members to achieve healthy behaviors and reduce risk factors through its health education classes, cancer prevention campaigns, and fitness programs.

What is TakeCare's Wellness incentive?

TakeCare provides a comprehensive list of wellness, disease management, outcome based, and **fitness incentives of up to \$600 per eligible individual or \$1,200 per eligible family per benefit period** provided they meet the program's incentive qualifying criteria. For example, cash incentives can be earned by completing annual physical, vision, or dental exams, various health screenings, TakeCare's online health check, meeting identified health measurement goals, or achieving healthy outcomes. **TakeCare members have a choice of accessing 19 fitness partners on Guam** including the largest fully functioning fitness center with locations in Agana and Dededo.

Can TakeCare help members get fit without going to a gym?

Members can earn TakeCare's Fitness incentive by self-reporting at least 30 minutes of an approved activity such as walking, jogging, running; rowing; swimming; and or biking. Simply track activity using one of the approved fitness apps and upload information about the activity to earn the incentive. Get fit with the encouragement of TakeCare!

What if I need to off-island medical care? Is there a Travel Allowance?

To make medical referrals to the Philippines even more accessible, TakeCare reimburses members up to **\$500 for airfare and/or lodging** or prior authorized medical care in the Philippines. This

benefit applies every time TakeCare members are referred to the Philippines for medical care and services approved by TakeCare's medical management department. There is no limit to the number of times this benefit can be accessed during the year as long as qualifying criteria are met.

TakeCare is an accredited healthcare organization

TakeCare consistently performs and is measured to a high quality and standards of care for its members. Standards are consistently met for member rights, responsibilities and protections; governance; provider network credentialing; case management and care coordination; quality improvements; risk management and health education and wellness promotion to name a few.

Technology to better manage your healthcare

TakeCare makes it simple with a suite of smart tech tools. Members can manage their accounts when, where, and how they want, with mobile solutions and convenient online services. Be sure to use TakeCare's mobile app, MyTakeCare member Portal, Elixir Pharmacy mobile app, TeleHealth for nurse consultations, Telemedicine for online office visits with a provider, health check by Virgin Pulse, and the TIVA Virtual Assistant. TakeCare is committed to developing and delivering secure online tools that enhance member capabilities while driving empowerment, safety, and convenience.

TakeCare is Customer Focused. Period.

For member's convenience, TakeCare offers GovGuam dedicated services: GovGuam-dedicated phone number; licensed service representative at the Department of Administration and other departments; concierge assistance; customized webpage; and an online enrollment portal. The online enrollment portal is available 24 hours a day, 7 days a week. It is secure and easy to navigate.

GovGuam Dedicated Customer Service

(671) 647-3526 / 1(877) 484-2411 (Toll Free).

TakeCare Hotline: **(671) 649-0468** (OGOV)

FHP Hotline: **(671) 647-0468** (OGOV)



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