PacifiCare and Secure Horizons Plans

When choosing a health plan, we know you look for one that offers both value and quality. That's why we know you'll appreciate PacifiCare and Secure Horizons ... the health plans that have your health -- and the health of your family -- in mind.

PacifiCare is the name of our health plan for members and their eligible dependents who are under 65 years old and not eligible for Medicare.

Secure Horizons is the name of PacifiCare’s health plan for retirees who are over 65 years old and eligible for Medicare Parts A and B.

Provider Information/Provider Network/Provider Access

- Changing your health plan doesn’t necessarily mean changing your doctor. Our contracting provider network includes nearly 30,000 Primary Care Physicians (PCP).
- Each family member may select his or her own PCP from our HMO providers.
- To choose a doctor, visit www.pacificare.com or www.securehorizons.com and click on the doctor directory tab in the upper right hand corner of the page.
- Look at our Quality Index for doctors that have “Best Practice” status, because they scored higher in service and clinical measurements. Also, choose a doctor that offers Express Referrals. You don’t need a referral to see an OB-GYN in the same medical group as your PCP.
- After you have chosen your doctor, make sure you tell PacifiCare your choice by calling customer service at the numbers below. Check your I.D. card when you receive it to make sure you were assigned to the doctor of your choice.

PacifiCare/Secure Horizons Benefits

Features of plans offered to LAUSD members -

- PacifiCare HealthCreditsSM - Enables you to join a web-based, virtual health club that can help you get and stay fit at your convenience. You also have access to a Health Risk Assessment that will help you identify any health risks and provide you with information on your specific health needs. New for 2005! LAUSD members on PacifiCare will earn a $25 gift card reward for participating in PacifiCare HealthCredits. [Check back for details during Open Enrollment.]

- A Solution for Caregivers is available to both PacifiCare and Secure Horizons members. It's designed for those who provide care – or are concerned about the future care of aging parents, grandparents or other family members whether across the street or across the country. It includes unlimited telephone access to the Care Resource Center; two hours of free legal advice on up to four elder law topics per year with a local attorney, and up to six hours of a Professional Care Manager’s time per year to consult on personal family situations.

- 24-Hour Health Information program through PacifiCare.com. Includes “live chats” with a Health Information Specialist, Nurse Line and 24-hour Audio Library to listen to prerecorded information on hundreds of health topics. Secure Horizons members have access to the 24-hour Audio Library through Secure Horizons.com.

- PacifiCare PerksSM – Through this PacifiCare members-only program, get discounts of between 5 and 40 percent (through vendor arrangements) on programs and services to help make your life more healthful.
• **Health Management & Disease Management Programs** including Taking Charge of Diabetes, Taking Charge of Your Heart, Stop Smoking, Taking Charge of Depression, Congestive Heart Failure, COPD, Coronary Artery Disease/Stroke, and ESRD.

• **Latino Health Solutions** – We understand the cultural preferences of the Latino community, and have developed a broad range of services to serve their health care needs, including our bilingual health risk assessment CD-ROM, “Evaluate Your Health,” and our fotonovella brochure titled, “What did the Doctor Tell You?”

• **Family Oriented Programs** – With **Women’s Health Solutions**, both men and women get programs and services designed to help you and the ones you love prevent illnesses, save time, access important health information and potentially save money. All of these programs are available at no additional plan premium cost to you and are tailored to meet your needs at every stage of your life. Get the most out of your health care coverage and take advantage of these programs, several of which include:
  - Pregnancy to Preschool
  - Parenting Adolescents
  - Healthy Moms & Kids
  - Child Safety
  - Menopause: Understanding your Options
  - Men’s Screening
  - Weight and Fitness

**Expect only the best in customer service.**

At PacifiCare, we offer numerous customer-service tools. Our commitment is to connect members to an easier, smarter and more efficient way of conducting business with PacifiCare, day or night.

For instance, we know that accessibility to fast information and answers is essential, so we’ve extended our service hours. Live customer service is available from 7:00 a.m. to 9:00 p.m. PacifiCare and Secure Horizons also offer a secure, member-tested-and-approved 24-hour voice recognition phone system. This “smart” phone system is able to recognize words despite accents and addresses our members’ most popular requests, including obtaining new ID cards, changing their address or requesting more information.

**Who is eligible to enroll in PacifiCare/Secure Horizons?**

**PacifiCare** - Eligible employees, retirees, COBRA, AB528 participants who live in PacifiCare’s service area in California.

**Secure Horizons** – Eligible employees, retirees, COBRA, AB528 participants who have Medicare Parts A and B – and who live in a Secure Horizons service area in California.

**Enrolling in Secure Horizons**

If you are considering signing up for Secure Horizons, in order for us to complete your enrollment, we need you to complete one more form. The Centers for Medicare & Medicaid Services (CMS) the federal agency that administers Medicare, requires that you also fill out a Secure Horizons Election Form. **Please call the Secure Horizons number below to request a packet of information regarding your benefits as a retiree of LAUSD.** The packet of information will also include the Secure Horizons Election Form and postage paid envelope to make it easy for you to return the form directly to Secure Horizons.

**Contact Info**

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<tr>
<th>PacifiCare HMO</th>
<th>5995 Plaza Drive, MS CY20-303 Cypress, CA 90630</th>
<th><a href="http://www.pacificare.com">www.pacificare.com</a></th>
<th>800-624-8822</th>
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<tr>
<td>Secure Horizons Retiree Plan</td>
<td><a href="http://www.securehorizons.com">www.securehorizons.com</a></td>
<td>800-228-2144</td>
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