

National Access for New Jersey Oxford HMO Members

A great product just got even better

Effective January 1, 2009, all New Jersey Oxford HMO members will have in-network access to the national UnitedHealthcare Choice Plus Network. These members will now enjoy the same in-network cost shares and benefits that they do when they see an Oxford participating doctor in New Jersey, New York or Connecticut — great news for vacationers, college students and business travelers.

This enhancement will be of special interest to New Jersey groups with members who access care in Pennsylvania, where our Choice Plus Network includes noted Philadelphia-area facilities such as Children's Hospital of Philadelphia and the Hospital of the University of Pennsylvania.

Please note that groups that have members whose permanent residence is outside of the Oxford tri-state service area (New York, New Jersey, Connecticut) still need to purchase an Oxford USASM plan for those employees.

In December, all New Jersey HMO members will receive new Oxford member ID cards with the Choice Plus Network logo printed on the back. We are sending letters to participating New Jersey groups and subscribers, explaining the expanded access and notifying them that new member ID cards are being mailed shortly.

Please contact your sales representative for more information on our products and other exciting new programs, or visit www.oxfordhealth.com.

Sample Group Letter

Sample Subscriber Letter



<Date>

<< BA First Name >> << BA Last Name >>
<<Group Name>>
<<Address 1>>
<<Address 2>>
<<City>>, <<State>> <<Zip>>

Dear <<BA First Name>> <<BA Last Name>>,

We are pleased to inform you that beginning January 1, 2009, all New Jersey Oxford HMO members will have in-network access to the national UnitedHealthcare Choice Plus Network when traveling outside the Oxford tri-state service area (New Jersey, New York, Connecticut).

Members will enjoy the same in-network cost shares and benefits that they do when they visit a participating physician or other health care professional within the Oxford tri-state service area — great news for vacationers, college students and business travelers.

In December, all New Jersey HMO members will receive new Oxford member ID cards with the Choice Plus Network logo printed on the back. These new ID cards will facilitate access to the Choice Plus Network for your employees who need to seek care outside the Oxford tri-state service area.

This enhancement does not apply to members permanently residing outside the Oxford tri-state service area. You will still have to purchase an Oxford USASM plan for those members.

We are sending a similar letter to your employees, notifying them of this change. If you have any questions, please call Client Services at 1-888-201-4216.

Sincerely,

Oxford



<Date>

<< Subscriber First Name >> << Subscriber Last Name >>
<<Address 1>>
<<Address 2>>
<<City>>, <<State>> <<Zip>>

Dear <<Subscriber First Name>> <<Subscriber Last Name>>,

We are pleased to inform you that, beginning January 1, 2009, all New Jersey Oxford HMO members will have in-network access to the national UnitedHealthcare Choice Plus Network when traveling outside the Oxford tri-state service area (New Jersey, New York, Connecticut).

You will enjoy the same in-network cost shares and benefits that you do when you visit a participating physician or other health care professional within the Oxford tri-state service area — great news for vacationers, college students and business travelers.

You and your covered dependents will receive, or have recently received, a new Oxford member ID card with the Choice Plus Network logo printed on the back. These new ID cards facilitate access to the Choice Plus Network should you need to seek care outside the Oxford tri-state service area.

We are sending a similar letter to your employer, notifying them of this change. If you have questions about this change, please contact your benefits administrator or call our Customer Service Department at the toll-free number on your Oxford member ID card or call 1-800-444-6222. Service Associates are available Monday through Friday, between 8:00 AM and 6:00 PM, EST. If you are hearing impaired and require assistance, call our TTY/TDD line at 1-800-201-4875. Please call 1-800-303-6719 for assistance in Chinese, 1-888-201-4746 for assistance in Korean or the number on your Oxford member ID card for assistance in other languages.

Sincerely,

Oxford