

# the insider

## BIRTHDAYS IN SEPTEMBER

Andrea Hitchcock-Brock—9/9  
Maddie Baker—9/9  
Raphael Cook—9/13  
Ruth Vlastic—9/28

## SEPT. WORK ANNIVERSARY

Shyenne Jackson—1 yr.  
Jake White—1 yr.  
Stephanie Archer—3 yr.  
Heather Books—5 yr.  
Lauri Sloneker—6 yr.  
Carey Wright—10 yr.  
Zach Campbell—10 yr.  
Sharon Martin—37 yr.

## SEPTEMBER AWARENESS

- ◆ Happy Cat Month
- ◆ National Service Dog Month
- ◆ National Pet Memorial Day – 2nd Sunday in September
- ◆ National Farm Animals Awareness Week —September 16th
- ◆ National Deaf Dog Week— September 23

## UPCOMING EVENTS

**Bark In the Park**  
**Tuesday, September 25, 2018**

**Sporting Clays**  
**Saturday, October 6, 2018**

**ASPCA & Subaru Loves Pets**  
**Saturday, October 6, 2018**

**Red Dog/21C Event: Book Sign**  
**Wednesday, October 17, 2018**

## DAISY AWARD

Congratulations to **Todd Manser** for being the recipient of **SPCA Cincinnati's** Daisy Award!

"My duties are maintaining the farm and lending a hand in special situations. Most importantly it is to spread the goodwill of SPCA Cincinnati. The most interesting part of my job is seeing the care and compassion of my fellow employees and volunteers alike. Hobbies and interests are fishing and playing guitar (and playing is definitely a stretch). Angela Flowers is my life partner. Two children: my daughter Tionna, her husband Jeremy Johnson & my granddaughter Xalynn. Then my son Todd (Bubb) . I'm a crazy cat guy. 2 girls, Honey and Penny, 2 boys Choochie and Martin. Martin is very feral with a head tilt but loved just the same. One of my favorite quotes — *The best portion of a good man's life is his little, nameless, unremembered acts of kindness and love* —William Wordsworth." - Todd Manser



## OPERATIONS

### Pardon the Dust

We will be under construction at the Sharonville Facility over the next several months. The Bullpen will be closing to make room for expansion of medical services and possible future kitten nursery.

The treatment area for cats, off of kennel 3, will become the sick dog area. This means the area will also be receiving a facelift to include new drains and kennels! Cats from the treatment area will be moved to old office space and recovery located in the veterinary wing.

This will be a lengthy process, please be patient.—Mike Retzlaff, Vice President

## HR CORNER

### Employee Reviews

September is the month for reviews of employees. We are also doing a "360 Review" this year. According to *The Balance Careers*:

**The 360 review is a professional feedback opportunity that enables a group of coworkers to provide feedback on an employee's performance, anonymously. The feedback is generally asked for by the manager to whom the employee reports. Coworkers who are enlisted to participate in the 360 review usually include the employee's boss, peers, reporting staff members and functional managers with whom the employee works regularly.**

We look forward to this new process. Thank you for your time and honest feedback.—Lori Fenner, Agency & HR Facilitator



## New Insurance Contract

As most of you are aware, our new Health, Dental and Vision insurances went into effect on 9-1-18. You will also notice a change in your payroll deductions as SPCA Cincinnati is paying for more of your insurance coverage. This is a benefit to you! You should be receiving your new policy cards within the next 10-15 days.

Below is a list of the companies, websites & phone numbers for reference (which is also on BambooHR in the lower left hand corner of your home page under company links).

United Healthcare Medical	<a href="https://www.uhc.com">https://www.uhc.com</a>	No I.D. card call 1-866-414-1959
Superior Dental	<a href="https://www.superiordental.com">https://www.superiordental.com</a>	1-800-762-3159
EyeMed	<a href="https://eyemedvisioncare.com">https://eyemedvisioncare.com</a>	1-866-939-3633

### Here are a few questions you may have:

- Are there different dates for the new coverage's to go into effect? i.e. can I get new glasses if I got some 5-months ago?
  - \*\*Frequency limitations on the vision plan are based off when you received the last pair of glasses, so if someone just received glasses 5 months ago they will need to wait 19 months for frames and 7 months for lenses.
- If I maxed out my dental 1 month ago, has this started a new year?
  - \*\*The contract maximum resets 9/1/2018, so yes if you hit your max one month ago you are reset until the end of August 2019
- When will my co-pay on prescriptions change?
  - \*\*9/1/2018
- Do all of the insurances start over on 9-1-18 or on the calendar year?
  - \*\*All of the enrollment and carrier changes are effective 9/1/2018
  - \*\*The Medical deductibles run on a calendar year
  - \*\*The Dental deductible and maximum run on a contract year

—Lori Fenner, Agency & HR Facilitator

*You may use this form until you get your card! It has our policy number on it. Also, you now have access to print out your ID card!*



August 28, 2018

Group Name: SPCA OF CINCINNATI  
Effective Date: 9/1/2018  
Customer Number (if applicable): 06U1055  
Policy Number(s): 06U1055, 08Y1865

## Welcome to UnitedHealthcare.

Thank you for placing your trust in us. We're here to help you and your employees get the most out of your benefits.

### Important timelines to keep in mind:

- ID cards, if applicable, will be mailed directly to members in the next 10 – 15 days.
- Pharmacy benefits, if applicable, become available on the effective date or approximately 48 business hours from the date the policy is issued, whichever is later.

### For employers, the benefits administration support you need with Employer eServices:

- You'll automatically receive an email with your user ID within 48 hours. If you don't receive an email after 48 hours, please contact Employer eServices customer support at 1-800-651-5465 to get your unique user ID.
- For groups with up to 100 eligible employees, access your administration kit.\*
- If you have 101 or more eligible employees and haven't yet received your kit, contact your UnitedHealthcare sales representative or broker for a copy.
- With Electronic Billing, you'll receive an email when your invoice is ready. If you would prefer paper invoices, please call 1-888-UHC-HLP1 (1-888-842-4571). For California employer groups, call 1-800-591-9911.

### For employees, an easier way to experience their benefits with myuhc.com®:

- ID cards can be printed directly from the website.
- Registration begins on the effective date or approximately 48 business hours from the date the policy is issued, whichever is later.
- Claims and benefit information for medical and dental can be easily accessed.\*\*
- Simple, engaging wellness tools designed to inspire healthier living.
- Website technical assistance is available at 1-877-844-4999.

Please accept my personal thanks for choosing UnitedHealthcare. We look forward to working with you for years to come.

Sincerely,

Kathryn M. Sullivan  
CEO, Employer & Individual Local Markets

\*Groups with Disability only policies can access your guides online at [uhctools.com/tdprime\\_home](http://uhctools.com/tdprime_home).

\*\*For Vision customers, visit [myuhcvision.com](http://myuhcvision.com).



### Access Employer eServices.

Manage virtually every aspect of your benefits administration.

### Discover Packaged Savings®.

If you want to learn more about the Packaged Savings program with UnitedHealthcare, if available in your market, please contact your broker or sales representative to discuss adding a full suite of medical, dental, vision, life or disability benefits.

### Contact Member Customer Service.

For questions about benefits and claims, members may call the toll-free member phone number on their health plan ID card. For Disability Claims Service, call 1-888-299-2070.

### Print ID cards.

Available to members at [myuhc.com](http://myuhc.com).



# More on your health care benefits!

EXPERIENCE MORE. EVERYDAY ACCESS

## HOW TO: see an easy road ahead

### USING YOUR EYEMED BENEFITS

It's official – you received your EyeMed Welcome Kit. Time to get the eyewear you love! But how does it work? Even if you're a vision benefits rookie, the process is a snap. Tailor-made for paperwork-phobes and freedom fans.



#### 1. KNOW THE BENEFITS

Your Welcome Packet spells out all the great stuff that's covered. All the savings opportunities. All the choices you have. It's a pretty fun read.



#### 2. CHOOSE A DOC

You're probably surrounded by in-network doctors. Thousands of independent providers, popular stores (LensCrafters®, Pearle Vision®, Sears Optical®, Target Optical®, JCPenney Optical®) and online options (ContactsDirect.com and Glasses.com). Find your ideal fit on [eyemed.com](http://eyemed.com) or the EyeMed member app.



#### 3. SET A DATE

Just call your eye doctor for an appointment. Even better, some let you schedule online with our Provider Locator. If you need weekend or evening hours, you'll find plenty of those, too.



#### 4. COME ON IN

As an EyeMed member, it's easy to get your eye exam and get on with your day. No claim to file. No hassles. We take it from here.



#### 5. FIND YOUR PERFECTION

Have fun picking out your favorite frames or contacts. Browse loads of designer brands; you decide which price point works best for you. With EyeMed, there's more in the store to adore.

### SEE THE GOOD STUFF

Register on [EYEMED.COM](http://EYEMED.COM) or grab the member app (iTunes or Android) now.





# More on your health care benefits!

EXPERIENCE MORE: ONLINE ACCESS

## HOW TO: enjoy your own eye site

### MEMBER WEB ON EYEMED.COM

Your vision plan is like a friendly smile – it doesn't do any good if it's hidden away. Member Web at [eyemed.com](http://eyemed.com) is here, there and everywhere. It's your vision plan control center. A place to manage the details of every visit and every claim. Instantly. Easily. Smile-ly.

### START MANAGING YOUR BENEFITS IN A FEW EASY STEPS:

1. Visit [eyemed.com](http://eyemed.com) and click on Member Login.
2. If you're a new user, click on Create an Account.
3. Register using your member ID or the last four digits of your social security number.\* (You'll get an email asking to confirm your account.)
4. Finish setting up your new account with your email address and a password. (To keep it secure, we list some password "musts.")
5. Come back anytime to change your password, email address and billing preferences. (It's all under Manage Profiles.)

### LOG IN 24/7 TO:

- View your benefit details
- Confirm eligibility
- Check claim status
- Print replacement ID cards
- Locate a provider
- Schedule an appointment online\*\*
- View health and wellness information
- Get special offers



### SEE THE GOOD STUFF

Register on [EYEMED.COM](http://EYEMED.COM) or grab the member app (iTunes or Android) now.

\* Depends on how your benefit administrator entered you into the system.  
\*\* Most, but not all, network providers offer this.

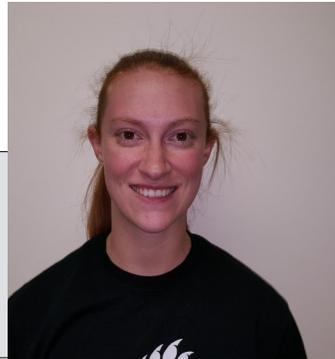


**WELCOME  
NEW EMPLOYEES!**

**Mckenzie Garringer**

Kennel Tech. –

Sharonville, DOH: 8/31/2018



**the insider** keeps you informed about what is happening with your fellow team members. If you have any potential articles, stories or updates, please forward to Nyketa Gaffney, **the insider** Editor - [ngaffney@spcacincinnati.org](mailto:ngaffney@spcacincinnati.org)