

To: District Blue Shield PPO Member Employees  
From: Your Employee Benefit Committee  
Date: December 13, 2012/January 9, 2013  
Subject: **New Added Health Benefit – Compass Professional Health Services**

We are pleased to announce a new free addition to your Blue Shield PPO benefit plan. The Employee Benefit Committee, along with the District's Insurance Broker (ASCIP), has partnered (at no cost to the District or to you) with Compass Professional Health Services to provide you with free support and guidance in addressing your healthcare questions. Compass services are offered in addition to your current insurance benefits.

Through Compass, all Blue Shield PPO member employees, and their spouses/dependents, will have unlimited access to a Compass Health Pro™. Your Health Pro will provide personalized assistance through all phases of health care. They are your personal health care concierge service and they are here for **you**. You now have someone to help you through the confusing and irritating problems that are common with doctors, medical bills, insurance questions, and much more. Health Pro's can help you:

- ***Explain benefits and care options***
- ***Compare costs, service and quality information***
- ***Find and choose doctors***
- ***Schedule appointments***
- ***Communicate with providers and insurance companies***
- ***Obtain medical records***
- ***Review bills and examine charges***

Compass provides unbiased guidance because they are not affiliated with any insurance company, doctor's office, or hospital. Compass keeps all information private.

Compass has had tremendous success with hundreds of other organizations. An employee of a manufacturing company recently stated *"The bottom line is this... had I had access to Compass for the last few years, I would have saved thousands in healthcare-related costs. But more importantly is the peace-of-mind that I now have, knowing that Compass is here to help."*

The Benefit Committee wants to make sure you have this type of help as well.

**Special Note: The Benefit Committee has also been working with Verdugo Hills Hospital in an effort to lower medical costs for District Blue Shield member employees. More information of this developing collaborative and how it will work in conjunction with the Compass Professional Health Services program will follow in a later communication.**

Remember, Compass services are available to you and your spouse/dependents beginning January 1, 2013. **For more important information, please read the reverse side and be sure to follow the embedded link to watch the video. Thank you!!**



## Personal Healthcare Advisor

La Canada is introducing an exciting new benefit, effective January 1, 2013. Compass Professional Health Services will be available to all employees enrolled in the Blue Shield PPO medical plan, as well as their covered dependents.

Here are a few examples of how Compass can help you:

### Save money with pricing estimates

Get out of pocket estimates specific to your benefit plan for procedures, medications, and other health services. More importantly, use Compass's insider information to find the best care (quality measures) at the best price (transparency).

### Go to great doctors with a personalized recommendation

Compass has researched your area and network to find the best doctors and their office staff. Take the guesswork out of finding a physician.

### Get faster answers about your health insurance coverage

Your Health Pro is an expert on the ins and outs of your health insurance. A few minutes with Compass could save you hours.

Compass provides you with information that allows you to make educated and informed decisions about your medical care. And, it also helps you save on your out of pocket expenses.

Please click the link to watch a short introductory video (2 minutes) about Compass:

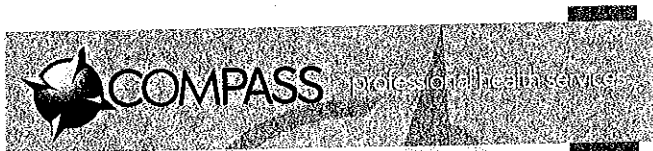
<http://www.acaphealth.com/share/vid/compass/>

You will have unlimited access to Compass Health Pros for straight answers about your healthcare. Your Health Pros are available weekdays via phone at **800.513.1667** or email at **answers@compassphs.com**. Compass will keep your information private, which means they won't share your health information with your employer, your insurance company, or anyone else.



## Compass is for your family too!

Compass supports the families of our members. Here is an extra card for your spouse or anyone else in your family who makes healthcare decisions. Let them know that we're here to help!



**Contact Your Personal Health Pro**  
answers@compassphs.com  
800.513.1667



Contact your Health Pro  
Monday – Friday  
8:00 am – 6:00 pm  
Central Time

Why should you contact Compass? Here are a few ideas.

- **Save Money.** Our members **save an average of \$620 each year** when we help them avoid overpriced medical expenses. Compare prices before you receive care.
- **Find a Doctor.** Compass has prescreened the best doctors and their office staff in your area. Take the guesswork out of finding a physician.
- **Insurance Questions.** Ask us anything about insurance – even Medicare. We can help select plans, estimate what insurance will pay, and resolve billing disputes.