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**September:**



### Dear Employers,

You may notice something different about this issue of News2Use. Though our last two issues were delivered to you via e-mail, you were asked to click on a Web link to actually view the newsletter. Welcome to the first issue of News2Use sent directly to your e-mail in box. We have improved the use of our technology to make the newsletter more appealing, informative, readable, and resourceful to you, our valued members.

In fact, we've spent the past year increasing our use of technology for many operations at Healthcare Group. If you have renewed with us in

the last year, you may have visited the HCG Online Renewal Web site, dedicated specifically to renewing your benefit plan. In addition, we've been sending more updates, such as announcements and payment reminders, through e-mail and have focused on revamping our Web site to be a more usable tool for our members. Be on the lookout in future months for new and exciting features and information on the HCG site ([www.hcgaz.com](http://www.hcgaz.com)).

We will be moving more and more processes to an electronic format and increasing technology in the future for billing, enrollment, renewal, and payments to save on both paper and administrative costs. In order to make these electronic transitions, we need your help in two ways: 1) if we don't yet have your e-mail address, or if your e-mail address has changed, please share it with us, and 2) please use the new electronic

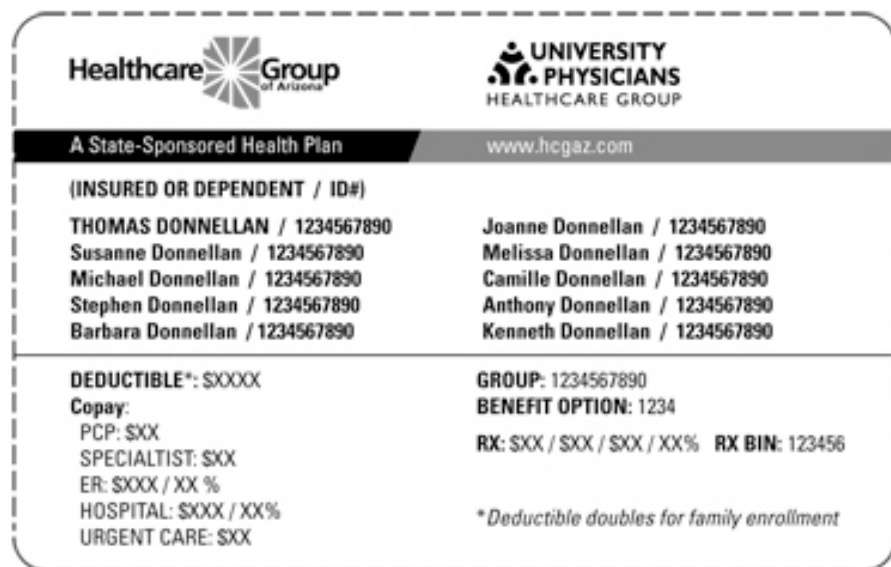
formats when you can; this includes making your payments on time and online, renewing online, viewing the HCG Web site for forms needed and to answer some of your questions, and e-mailing any questions that can't be found on the HCG Web site.

As mentioned above, please be encouraged to share and keep your e-mail address up-to-date with us so we can provide information to you through e-mail. The more e-mail addresses we have in our database, the better we can serve you and keep our costs down.

As always, we want to thank you for our continued partnership.

In Good Health,  
Kevin Nolan, HCG Deputy Director

## Member ID Cards Have a New Look!



Some of our members received a new Member ID card at the beginning of this year due to a change in their plan options. All new members have also received the new ID card. But for those of you who haven't yet seen the new ID card, we've included a snapshot here to give you a look at the new format. Cards now include all

### National Cholesterol Education Month

September is National Cholesterol Education Month, and according to the National Heart, Lung and Blood Institute that means this is a good time to get your blood cholesterol checked and take steps to lower it if it is high. National Cholesterol Education Month is also a good time to learn about lipid profiles and food and lifestyle choices that help you reach personal cholesterol goals.

High blood cholesterol affects over 65 million Americans. It is a serious condition that can increase your risk for heart disease.

The higher your cholesterol level, the greater the risk. You can have high cholesterol and not know it. Lowering cholesterol levels that are high can lessen your risk for developing heart disease and reduce the chance of having a heart attack.

Source: [www.nhlbi.nih.gov](http://www.nhlbi.nih.gov)

family members' information on one card, in addition to being a lighter weight. Producing new lighter-weight ID cards is part of our administrative cost-saving measures and we hope you will see the benefit in carrying one card (instead of multiple cards for each of your family members). The ID cards are meant to be kept by the employee and employee's spouse (if applicable). Older dependent children who receive services on their own should keep a copy of the ID card.

Don't have a new card yet? If your plan options haven't changed, then you won't need one until they do. If you do change your options at renewal, then you will automatically receive a new card. As a reminder, according to your Group Service Agreement, if a Member loses their ID card, he/she should call HCG and request a replacement ID card. One replacement will be provided without charge.

## GSA Revision

The GSA effective September 1, 2009, contains some important updates on the last GSA, which was dated October 1, 2008. You will find versions of the GSAs online. For HMO go to [www.hcgaz.com/hmo-gsa09.pdf](http://www.hcgaz.com/hmo-gsa09.pdf); PPOS groups should go to [www.hcgaz.com/ppos-gsa09.pdf](http://www.hcgaz.com/ppos-gsa09.pdf). Please note that the last page of each is a summary of the changes.



## Participate in HCG's Care to Share Program!

Healthcare Group of Arizona (HCG) would like to participate with you in a co-marketing campaign. HCG hopes that you, a valued member or partner, will share the benefits of the HCG program with a small business in need of healthcare coverage. Because we Care to Share, if you send an e-mail to [hcg@hcgaz.com](mailto:hcg@hcgaz.com) letting us know what business

## Renewal Workshops

TUESDAY, 09.08.09  
1:30 - 3:30 pm

TUESDAY, 10.13.09  
1:30 - 3:30 pm

Healthcare Group of AZ  
10851 N. Black Canyon Hwy.  
Phoenix, AZ 85029  
Sonora Room, First Floor (North/West Wing)



Join our  
Mailing List

you've passed the following detailed document to (don't forget to also include your business name and contact information in the e-mail), we'll highlight your business on the Web and/or in a future issue of *News 2 Use!*

In these tough economic times, we understand marketing budgets are slim. If you [Care to Share](#) our information with other businesses, we'll share yours.

[Click here](#) to download and share an informative document about HCG with a small business in need of healthcare coverage.

## Highlighting Businesses that Care... to Share!

These businesses have helped HCG with their marketing efforts by Caring to Share our information with other small businesses in need of health care:

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### **Chris and Dena Tsoukaladakis** **Gumbati Construction Inc.**

**About:** Gumbati Construction is a residential remodel and renovation company. They do it all: Tile, Frame, Room Additions, Kitchens and Baths.

**Contact:** 520.204.7472  
[info@gumbaticonstruction.com](mailto:info@gumbaticonstruction.com)  
[www.gumbaticonstruction.com](http://www.gumbaticonstruction.com)

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### **Nance Walz** **Nance Walz Graphic Design**

**About:** Nance Walz Graphic Design works with clients to develop a brand image and create intriguing, thought-provoking, results-driven, and remarkably beautiful marketing materials, to include: logo development & identity packages, business systems, brochures, advertisements, direct mail pieces, websites, eMarketing campaigns, trade show displays, signage, newsletters, annual reports, invitations, promotional give aways, copywriting, etc.

**Contact:** 602.795.3953  
[nance@nancewalz.com](mailto:nance@nancewalz.com)  
[www.nancewalz.com](http://www.nancewalz.com)

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### **Antonio Leon and David Shillinglaw** **Studio A Designs, LLC**

**About:** Studio A Designs imports and designs hand carved cantera stone products such as door and window surrounds, balustrades, columns, fireplace surrounds, planters and related architectural features for interior and exterior applications within the luxury home market.

**Contact:** 602.859.0666  
[studioadesigns@aol.com](mailto:studioadesigns@aol.com)

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**Want to be featured in HCG's newsletter?**

Care to Share information about HCG to a small business in need of health care, and we'll highlight your business in a future issue Of *News2Use*. For more information on the Care to Share program, see the article featured in this newsletter.

## Be a Part of HCG's E-mail Communications

We're sure you've noticed the many updates you receive through e-mail now. This will only continue to increase as we become a more paperless environment. We understand that your e-mail inbox may continue to fill-up at an increasingly fast rate, but we hope you will think twice before ignoring or unsubscribing to HCG's e-mails.

As a reminder, we send the employer newsletter, payment reminders, plan changes, and important announcements via e-mail. If you happen to unsubscribe to any one of these types of e-mails, then that disables you from receiving any of our other e-mail communications. So, please consider keeping and reading all information from HCG. The goal is to make our e-mail communications interesting and/or significant to you, your family, and your employees!

## Healthcare Group is Moving in November

Healthcare Group will be moving its offices into a State building during the month of November. Please watch for more information on the Web site and in future mailings. Until our official move, mail will be received and processed at both the current and new addresses:

**Current Address:**

10851 N. Black Canyon Hwy.  
Suite 830  
Phoenix, AZ 85029

**New Address:**

701 E. Jefferson St.  
MD 1400  
Phoenix, AZ 85034

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**Please Note:**  
New Mailing Address for  
HCG Premium Payments\*

Healthcare Group of Arizona  
File 749258  
Los Angeles, CA 90074-9258

*\* The above address is a lock box for HCG premium payments through Bank of America and should be used **ONLY** when mailing payments. Please continue to mail all other required materials and forms to one of the Phoenix, AZ addresses listed above.*

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