

Reproductive Resource Services and ParentSteps New Customer Groups



We thank you for participating in our Reproductive Resource Services (RRS) and ParentSteps® programs. (If your facility is not currently a ParentSteps facility, please refer to the information at the bottom of this letter for more information). It is through these programs that OptumHealth members are directed to RRS and ParentSteps Centers of Excellence like yours.

We're excited to let you know that we've added **five new customers to the RRS program**. The employees of these organizations now have access to the program components and to your industry-leading facility.

- As of April 1, 2009, we added: Tiffany & Co., Ann Taylor and Ciena Corporation
- As of May 1, 2009, we added O'Melveny & Myers
- As of June 1, 2009, we added BBVA Compass Bank

OptumHealth customers are designing infertility benefits to increase use of the programs and guidance to RRS. Please note that **patient pre-notification is required for some RRS** members to receive network benefits. Your clinic should receive a notification form from RRS for all patients who have pre-notified. If the patient does not complete the pre-notification process, claims will be paid at non-network levels vs. the network level. If you believe a member from one of the employer groups listed below is seeking treatment and has not pre-notified RRS, please encourage them to call the RRS nurse consultants toll-free at **866-774-4626**.

ELIGIBLE SELF-FUNDED RRS CUSTOMER GROUPS

*Infertility benefits available through RRS **only***

GROUP #	CUSTOMER
000704077	Abbott Laboratories
000169460	Autodesk, Inc.
000700624	BBVA Compass Bank
000706717	C.H. Robinson Worldwide
000702420	Electronic Arts
000701397	GTECH Corporation
000704572	LibGo Travel
000710550	Monster Worldwide, Inc.
000228485	Oracle
000702428	Quantum Corporation
000701403	Synopsys, Inc.
000209915	Williams-Sonoma

ELIGIBLE SELF-FUNDED RRS CUSTOMER GROUPS

GROUP #	CUSTOMER
000226288	Accenture
000194716	Ann Taylor
000703352	Best Buy
000228594	Cablevision
000200228	Cadence Design Systems, Inc.
000715162	Cienna Corporation
000213902	Cisco Systems, Inc
000228222	Deloitte & Touche USA, LLP
000201225	Deutsche Bank
000144737	Diageo North America, Inc.
000304000	General Electric
000701274	GlaxoSmithKline
000711734	Intuit
000712525	Jones Lang LaSalle
000702602	MasterCard
000704110	Novartis
000715338	O'Melveny & Myers LLP
000191690	PepsiCo
000183644	Pfizer, Inc.
000191443	Philips Electric
000702618	Retail Brand Alliance
000708576	Sandia National Laboratories
000222244	T-Mobile USA, Inc.
000199637	Tiffany & Co.

* UnitedHealthcare fully insured members are eligible for the RRS program if they have a mandated infertility benefit.

Harvard Pilgrim groups can purchase the RRS and ParentSteps programs. To determine if a Harvard Pilgrim member is eligible for either program, please refer to the Harvard Pilgrim website or contact the phone number on the back of the member's ID card.

OptumHealth's Direct Customer – National City Bank

Since January 2008, National City Bank members have had access to RRS benefits as long as they seek treatment at RRS Centers of Excellence.

Please note that National City Bank members must pre-notify RRS and be approved by RRS before seeking care. If approved, RRS will send a notification to the appropriate Center of Excellence and notify the member's health plan. If your clinic is selected by a National City Bank employee, please remember to send the member's claims to the location noted in the notification of approved services letter.

Also note that Serono™ and select generic products are in the lowest tier (lowest out-of-pocket cost) for National City Bank's formulary. Members must have their prescriptions filled by Freedom Fertility Pharmacy™ to utilize these savings. We will include a Freedom Fertility Pharmacy order form in the notification of approved services packet to help you assist patients to fill their prescriptions at the most affordable cost.

Please contact your contract manager if you have additional questions.

About ParentSteps

ParentSteps is an infertility discount program that offers support to individuals seeking infertility treatment that have limited or no infertility benefits through their employer or health insurer.

No billing on the member's behalf is necessary because ParentSteps is a self-pay program and cycle fees are collected by ParentSteps from the member prior to treatment. Please note that ParentSteps is currently offered to the majority of UnitedHealthcare.

If your clinic is not a participating ParentSteps provider and would like to learn more, please contact Ann Marie Lesch at 763-797-2838.

Thank you again for your participation in the OptumHealth infertility programs. We will continue to update you in the future as more groups join the programs. Please retain this information for future reference.