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*This booklet provides an overview of your benefits offered through the Commonwealth of Virginia Health Benefits Program. Refer to this booklet for general information about your health, wellness, flexible reimbursement, and long-term care benefits. Details may be found in the appropriate plan document or on the DHRM Web site at [www.dhrm.virginia.gov](http://www.dhrm.virginia.gov). Should the information in this overview conflict with the appropriate plan document, information in the plan document will rule.*

## ELIGIBILITY

All full-time or part-time, salaried, classified state employees or regular, full-time or part-time, salaried faculty members are eligible for the health benefits program. Certain family members also may be covered, including your legally married spouse, dependent child under age 23 and disabled dependent child age 23 or older.

### IMPORTANT FACTS ON ELIGIBILITY

- A court order to provide coverage for a divorced spouse does not make the ex-spouse eligible for coverage under your health care plan.
- A dependent child must be unmarried, live at home or away at school and receive over one-half of his or her support from the employee. A dependent child is defined as: your biological child, your legally adopted child, your stepchild living with you in a parent-child relationship, a child placed in your home under a pre-adoptive agreement approved by the health benefits program, or a child placed in your home under a permanent custody court order. In the case of natural or adopted children, living at home may mean living with the other parent if the employee is divorced. *The program may determine when other children may qualify as dependent children.*
- A *disabled* dependent child may continue coverage if the qualifying disability was diagnosed prior to the loss of eligibility due to age, and your request to continue coverage is approved by the health care plan. A disabled dependent child who later recovers is no longer eligible and must be removed from coverage.

## HEALTH BENEFITS

State employees eligible for the health benefits program may enroll in a statewide health plan, or if living or working in the Northern Virginia area only, a regional health maintenance organization (HMO). Full-time employees pay the employee portion of the total monthly premium, with the state paying the remainder of the cost, and their premiums are deducted from paychecks before taxes are paid. Part-time classified employees who work at least 20 hours, but less than 32 hours, per week (or salaried employees in similar positions in legislative, judicial and independent agencies) pay the total premium, which may be deducted from their paychecks on a pre-tax basis. For current monthly premiums, visit the DHRM Web site at [www.dhrm.virginia.gov](http://www.dhrm.virginia.gov) or see your agency Benefits Administrator.

Coverage always begins on the first of a month and ends at the end of a month. Most requests received within 31 days and by the end of the month are effective the first of the next month. There are two exceptions: coverage for a newborn or adopted child, and when a family member loses eligibility as a dependent.

### STATEWIDE PLANS

The Commonwealth of Virginia offers two plans, COVA Care and the COVA HDHP (High Deductible Health Plan) throughout Virginia. They are administered on a plan year that begins July 1 and ends June 30 of the next year.

#### COVA CARE

The COVA Care plan is offered throughout Virginia and administered on a plan year that begins each July 1 and ends June 30 of the next year. Covered services under COVA Care may be subject to a plan year deductible, coinsurance or copayments. The plan has four separate benefit components: *medical, dental, prescription drug and behavioral health*, each administered by a different company. You may also select, at an extra cost to you, additional options that offer enhanced coverage for dental, out-of-network, vision and hearing services.

#### Medical Benefits

Anthem Blue Cross and Blue Shield administers the medical benefits under COVA Care. We highly recommend that you coordinate your care through a primary care provider (PCP), but you are not required to have a PCP to use your medical benefits under COVA Care. You have medical coverage as long as you use an in-network provider. There is no out-of-network coverage (except for an emergency) unless you choose the **Out-of-Network option**.

The Anthem Virginia network includes hospitals, primary care physicians and specialists statewide. You also may access care within the United States through the Blue Card PPO® network, and worldwide through the BlueCard Worldwide® network.

For the most current Anthem network hospitals and physicians and the BlueCard® directories, go to [www.anthem.com](http://www.anthem.com). Choose the Virginia Members site, then scroll down to the “Commonwealth of Virginia and The Local Choice” link.

## Behavioral Health and Employee Assistance Program (EAP)

ValueOptions provides your behavioral health and EAP benefits under COVA Care. We recommend that you call ValueOptions at 1-866-725-0602 so that your care can be authorized in advance. A ValueOptions participating provider works with a care manager to ensure that the services you receive are covered under your plan. When you self-refer to a non-network provider, you are responsible for making sure the services you receive are medically necessary for your condition. There is no out-of-network coverage (except for an emergency) unless you choose the **Out-of-Network option**.

The EAP offers up to four visits at no cost to you or members of your household for counseling in such areas as mental health, substance abuse, work and family issues, financial or legal matters.

## Dental

Delta Dental of Virginia provides basic dental coverage for the COVA Care plan, including diagnostic and preventive care, and primary dental services such as fillings and root canals. The **Expanded Dental option** covers orthodontic services and offers enhanced coverage for major restorative services such as crowns, bridgework, implants, and dentures.

You may use either an in-network or out-of-network dentist, but you may pay more if you use an out-of-network dentist. To see if your dentist is in the DeltaPremier network, or to search for a participating dentist, visit the Delta Dental Web site at [www.deltadentalva.com](http://www.deltadentalva.com). Click on “Searching for a Dentist?” and select the DeltaPremier program. You also may call Delta Dental at 1-888-335-8296 for assistance.

## Prescription Drugs

Your COVA Care health plan prescription drug benefit, administered by Medco Health Solutions, Inc., divides your prescriptions into three categories (tiers) based primarily on their cost. The first tier is typically generic drugs; the second tier generally includes low cost to medium cost brand name drugs; and the third tier consists of higher-cost brand name drugs. You may also save money by using the *Medco By Mail* home delivery service for a 90-day supply of a maintenance prescription. If a brand name drug is requested when a generic equivalent is available, you pay the brand copayment plus the difference between the cost of the brand and the generic drug.

You may use either a network or non-network pharmacy. However, you will pay more at a non-network pharmacy. To find a Medco pharmacy, go to [www.medco.com](http://www.medco.com) and register. Click on “Find a local pharmacy”. You also may check with your local pharmacy or call Medco at 1-800-355-8279 to determine if your pharmacy is in the network.

## Optional Benefits

The COVA Care plan also offers optional coverage that you may buy at an additional cost. See page 5 for more information about the Out-of-Network, Expanded Dental, and Vision and Hearing options.

## COVA HDHP

The COVA HDHP (High Deductible Health Plan) is a special type of health care plan that allows you to set up a Health Savings Account (HSA). Use the tax-deductible funds you put into the HSA to help pay for medical expenses. Your HSA goes wherever you go and you are not required to “use it or lose it”. The COVA HDHP has a high plan year deductible that must be met before the plan pays for your medical, behavioral health and prescription drug benefits. Once the deductible is met, you pay 20% coinsurance for most covered services. When two or more people are covered, the entire deductible must be met before the plan pays any expenses for any one person covered under the plan. Under the HDHP, you pay no more out of pocket for in-network services than \$5,000 for one person and \$10,000 for two or more people. The deductible applies to this limit. The COVA HDHP includes full dental benefits. However, there is no out-of-network coverage for medical or behavioral health benefits. All components of this plan are administered by Anthem.

## KAISER PERMANENTE REGIONAL HMO

Available only to employees who live or work in Northern Virginia, the Kaiser Permanente regional HMO has a service area that includes Northern Virginia, Washington, D.C. and parts of Maryland. There is no deductible for in-network services, but you must use HMO participating providers (except in an emergency) and choose a PCP for each enrolled family member. You may search by zip code on the Kaiser Web site at <http://my.kaiserpermanente.org/mida/commonwealthofvirginia/> to determine if your job location or home address is in the Kaiser service area.

## Health Benefits At-A-Glance

Benefit	COVA Care You Pay	COVA HDHP You Pay	Kaiser Permanente You Pay
<b>Deductible – per plan year</b>			
• One person	\$200	\$1,200	None
• Two or more persons	\$400	\$2,400	None
<b>Out-of-pocket expense limit – per plan year</b>			
• One person	\$1,500	\$5,000	None
• Two or more persons	\$3,000	\$10,000	None
<b>Doctor's visits</b>			
• Primary care physician	\$25	20% coinsurance after deductible	\$10
• Specialist	\$35		\$10
<b>Hospital services</b> (including surgery)	\$300 per stay	20% coinsurance after deductible	\$100 per admission
<b>Emergency room visits</b>	\$100 per visit (waived if admitted)	20% coinsurance after deductible	\$50 per visit (waived if admitted)
<b>Outpatient diagnostic laboratory, tests, shots and x-rays</b>	10% coinsurance after deductible	20% coinsurance after deductible	\$10 physician, x-ray and diagnostic services \$0 copayment lab, pathology, radiology, diagnostic testing
<b>Prescription drugs – mandatory generic</b>			
• Retail Pharmacy	<i>Up to 34-day supply:</i> \$15/\$20/\$35	20% coinsurance after deductible	<i>Up to 60-day supply</i> • Kaiser On-Site Pharmacy ....\$10 • Community Pharmacy .....\$20
• Home Delivery Pharmacy	<i>Up to 90-day supply:</i> \$30/\$40/\$70	20% coinsurance after deductible	<i>Up to 90-day supply</i> • Mail Service .....\$8
<b>Behavioral health and EAP</b>			
• Inpatient treatment	\$300 per stay	20% coinsurance after deductible	\$100 per admission
• Outpatient visits	\$35	20% coinsurance after deductible	\$10 copayment
• EAP (up to 4 visits per incident)	\$0	\$0	\$0
<b>Wellness services</b>			
• <b>Well child</b> – through age 6, office visits at specified intervals, immunizations, lab and x-rays	\$0	\$0	\$0 (to age 5)
• <b>Routine wellness</b> – age 7 and older			
– Annual checkup visit			
– Primary care physician	\$0	\$0	\$10
– Specialist	\$0	\$0	\$10
– Immunizations, lab and x-rays	\$0 (plan pays up to \$500 per member, per plan year)	\$0	\$0
• <b>Preventive care</b> – one of each per plan year with specific age limits	<i>Includes gynecological exam, Pap test, mammography screening, prostate exam (digital rectal exam), prostate specific antigen test (PSA), and colorectal cancer screening.</i>		
	\$0	\$0	\$0

## Health Benefits At-A-Glance

Benefit	COVA Care	COVA HDHP	Kaiser Permanente	
	You Pay	You Pay	You Pay	
<b>Dental benefits</b>			<b>DHMO</b>	<b>OON</b>
• Plan year deductible	\$0	\$25 each (one or two people) \$75 (family)	\$25	\$50
• Plan maximum payment	Up to \$1,200 per member per plan year	Up to \$1,500 per member per plan year	Up to \$1,000 per member for Dental HMO; \$500 for Out-of-Network	
• Diagnostic and preventive	\$0	\$0, no deductible	\$0	25% coinsurance after deductible
• Primary	20% coinsurance	20% coinsurance after deductible	20% coinsurance after deductible	40% coinsurance after deductible
• Complex restorative	See Optional Expanded Dental	50% coinsurance after deductible	50% coinsurance after deductible	60% coinsurance after deductible
• Orthodontics	See Optional Expanded Dental	50% coinsurance after deductible (\$1,500 lifetime maximum)	50% coinsurance after deductible	Not covered coinsurance after deductible (Age 19 and under; \$1,000 lifetime maximum)

### COVA Care Additional Coverage Options

Benefit	Who Pays	Administrator
<b>Out-of-Network</b> <i>(May be combined with Expanded Dental or Vision, Hearing and Expanded Dental) Applies to Medical and Behavioral Health Services</i>	Plan payment is reduced by 25%. You pay applicable deductible, copayment and/or coinsurance. Provider may balance bill for amount above allowable charge.	Anthem and ValueOptions
<b>Expanded Dental</b> <i>(May be combined with Out-of-Network)</i> <i>Plan pays up to \$1,500 per member per plan year for Basic and Complex Restorative Services</i>		Delta Dental
<ul style="list-style-type: none"> <li>• Complex Restorative (inlays, onlays, crowns, dentures, bridgework)</li> <li>• Orthodontic (\$1,200 lifetime max per member)</li> </ul>	You pay 50% coinsurance, no deductible  You pay 50% coinsurance, no deductible	
<b>Vision, Hearing and Expanded Dental</b> <i>(May be combined with Out-of-Network)</i>		
<b>Vision</b>		Anthem
<ul style="list-style-type: none"> <li>• Routine eye exam (once every 24 months)</li> <li>• Eyeglass frames (one set every 24 months)</li> <li>• Lenses (every 24 months)               <ul style="list-style-type: none"> <li>• One pair single lenses, or</li> <li>• One pair bifocal lenses, or</li> <li>• One pair trifocal lenses, or</li> <li>• Contact lenses (any kind)</li> </ul> </li> </ul>	You pay \$35 Plan pays up to \$75  Plan pays up to \$50 Plan pays up to \$75 Plan pays up to \$100 Plan pays up to \$100	
<b>Hearing</b>		Anthem
<ul style="list-style-type: none"> <li>• Routine hearing exam (once every 48 months)</li> <li>• Purchase of hearing aid(s) and other related hearing services (\$1,200 benefit maximum every 48 months)</li> </ul>	You pay \$35 You pay \$0	
<i>Expanded Dental (see above)</i>		Delta Dental

# EMPLOYEE WELLNESS PROGRAM

## COMMONHEALTH

Changes in your lifestyle can have a big impact on your health. The CommonHealth employee wellness program strives to make a difference in the health of employees and the workplace by integrating health into the work culture, building trustworthy partnerships with the state workforce and changing individual behavior. State agencies that participate in CommonHealth can choose from more than 40 different health promotion services, including on-site health screenings, fitness and stress management, personal health and safety, and weight control and nutrition.

For more information about your wellness benefits, visit the CommonHealth Web site at [www.commonhealthva.com](http://www.commonhealthva.com).

## BABY BENEFITS OFFERED THROUGH COMMONHEALTH

*Baby Benefits* is a prenatal program available at no cost to you, your spouse, or your eligible dependent(s) covered in a state health benefits plan. This program is designed to help women have healthy pregnancies and to help reduce the chances of a premature delivery. A *Baby Benefits* consultant is assigned to women identified as having a greater risk of premature delivery. A consultant (a nurse or health educator) works with the mother-to-be and her physician during the pregnancy to determine what may be needed to help achieve a full-term delivery.

As soon as pregnancy is confirmed, sign up for the program by calling 1-800-828-5891. You will receive:

- kit containing educational material on how to get proper prenatal care and identify signs of premature labor;
- a risk appraisal to identify signs of premature labor; and
- a special birth kit.

## BETTER PREPARED<sup>SM</sup>

At no additional cost, the statewide plans include *Better Prepared*—a program designed to help you better understand and manage these chronic conditions: asthma, diabetes, congestive heart failure, coronary artery disease, chronic obstructive pulmonary disease, and metabolic syndrome. To register in this program, simply call a care management nurse consultant at 1-800-445-7922.

You also may be contacted by a *Better Prepared* enrollment specialist to inquire if you or eligible family members would like to participate in the program. Participation is strictly voluntary. Enrolled members receive 24-hour access to registered nurses who can answer health questions, provide information about the most current treatment options and work with your physician to reinforce the prescribed plan of care.

# FLEXIBLE REIMBURSEMENT ACCOUNTS

Your FRA plan year for Medical Expense Flexible Reimbursement (MFRA) and Dependent Care Flexible Reimbursement (DFRA) accounts is July 1 – June 30.

## FRA SUMMARY

**MFRA:** Allows you to set aside part of your salary on a pre-tax basis each pay period to pay for the out-of-pocket medical, dental and vision care expenses not covered by your health benefits plan. Examples include copayments, coinsurance and deductibles. You may participate if you are eligible for the health benefits program.

**DFRA:** Allows you to set aside part of your salary on a pre-tax basis each pay period to reimburse eligible expenses incurred for the care of your child, disabled spouse, elderly parent, or other dependent who is physically or mentally incapable of self-care, so that you (and your spouse) can work or actively look for work. You may participate if you are eligible for the health benefits program.

### FRA Elections

- Your FRA elections (the dollar amounts you set aside) are binding.
- You may not change your FRA election amount until the next FRA Open Enrollment unless you experience a qualifying mid-year event consistent with your requested change. See the Flexible Benefits Program page on the DHRM Web site at [www.dhrm.virginia.gov](http://www.dhrm.virginia.gov).

### FRA Period of Coverage

- *If you enroll during Open Enrollment* – Your FRA election is for the plan year, July 1 through June 30. Your period of coverage will be the same as the plan year (unless you later make a permitted election change).
- *If you enroll when eligible or after the plan year begins* – Your period of coverage will begin on your effective date and continue through the end of the plan year (unless you later make a permitted election change).
- *You may enroll or re-enroll during Open Enrollment.* You are required to enroll annually to continue participation in an FRA each plan year.

### Contribution to an MFRA: (whole dollar elections)

- *Minimum:* \$10 each pay period
- *Maximum:* up to \$5,000 per plan year

### Contribution to a DFRA: (whole dollar elections)

- *Minimum:* \$10 each pay period
- *Maximum:* up to \$5,000 per plan year, depending on how you file your taxes (see the *Flexible Benefits Sourcebook*)

### Who To Contact With Questions

- See or call your agency Benefits Administrator with questions on FRA eligibility or making changes.
- Contact the administrator of the Flexible Reimbursement Accounts, Fringe Benefits Management Company (FBMC), with questions about eligible FRA expenses. Online information is available at [www.myfbmc.com](http://www.myfbmc.com) or call the toll-free customer service number at 1-800-342-8017.
- See the *Flexible Benefits Sourcebook* Sourcebook for more on FRAs, including who may enroll and what expenses may be reimbursed. The sourcebook is available from your Benefits Administrator or on the DHRM Web site at [www.dhrm.virginia.gov](http://www.dhrm.virginia.gov).

# LONG TERM CARE INSURANCE

The Commonwealth of Virginia offers long-term care insurance to eligible state employees, retirees, and certain family members through Aetna, Inc. *Employer-paid* coverage is available through the Department of Human Resource Management (DHRM). (Note: Members of the Virginia Sickness and Disability Program [VSDP] have an automatic *employer-paid* long-term care benefit through the Virginia Retirement System [VRS].)

State employees are guaranteed acceptance into the DHRM plan provided they are actively at work and apply within 60 days of their date of hire. Other eligible individuals include the spouse of an employee/retiree and the parents and parents-in-law of an employee. These individuals are required to complete an application, which includes a medical questionnaire prior to acceptance into the program.

For more information on long-term care, call Aetna, Inc. toll-free at 1-877-894-2470, or visit their Web site at [www.aetna.com/group/commonwealthva](http://www.aetna.com/group/commonwealthva). More on the DHRM plan may be found at [www.dhrm.virginia.gov](http://www.dhrm.virginia.gov).

DHRM LTC Employee-Paid Plan	
<b>Who's Eligible</b>	Regular employees of the Commonwealth of Virginia who are: <ul style="list-style-type: none"> <li>• Salaried classified employees who work 20 or more hours/week</li> <li>• Salaried Full-Time and Part-Time faculty</li> </ul>
<b>Benefit Amount</b>	<i>This is the maximum amount of coverage your plan will provide each day.</i> You choose a Daily Benefits Amount (DBA) from \$50 to \$300.
<b>Lifetime Benefits</b>	To determine the amount of money available under your plan during your lifetime: <ul style="list-style-type: none"> <li>• Multiply the DBA you chose by 365 (days/year).</li> <li>• Multiply that result by the number of years you want to receive benefits (2 or 5)</li> </ul>
<b>Expenses Covered</b>	
<i>Nursing, Assisted Living or Hospice Facility Care</i>	Actual expenses up to 100% of DBA
<i>Home Based Care/Adult Day Care Services</i>	Actual expenses up to 50% of DBA
<b>Spousal Discount</b>	If both you and your spouse enroll, each of you will receive a <i>10% discount</i> on rates.
<b>Protect from Inflation</b>	After you enroll, you'll have the opportunity periodically to increase your coverage at 5% compounded, based on your DBA
<b>Take-Away Policy</b>	If you leave the Commonwealth you may take your policy with you. You will be responsible for paying the same group rates.

# HOW TO ENROLL

## HEALTH BENEFITS OR FLEXIBLE REIMBURSEMENT ACCOUNTS (FRAs)

- Within 31 days of employment, you may enroll in your health plan and select a type of membership (Single, Employee Plus One, or Family). You may also enroll in a Dependent Care FRA. You may make changes during the annual Open Enrollment period, or outside Open Enrollment due to a qualifying mid-year event such as marriage, divorce, birth of a child or when a child reaches the plan age limit and is no longer eligible for coverage. For a complete list of qualifying mid-year events visit the DHRM Web site at [www.dhrm.virginia.gov](http://www.dhrm.virginia.gov).
- You must enroll each year in an FRA to continue participation. During the plan year, you may change your FRA contribution(s) if you experience a qualifying mid-year event.
- Your enrollment or changes must be submitted within the Open Enrollment period or within 31 days of the event.

### Online Enrollment:

- The preferred way to enroll is on the Web! Visit the DHRM Web site at [www.dhrm.virginia.gov](http://www.dhrm.virginia.gov) and click on the EmployeeDirect link. It's quick, easy and gives you immediate confirmation that your request has been received. If you are unable to access the Web, submit a Health Benefits Eligibility and Active Enrollment Form for Employees or a separate FRA Election form to your Benefits Administrator.

### To Find Forms:

- Visit the DHRM Web site at [www.dhrm.virginia.gov](http://www.dhrm.virginia.gov) under the Policy, Forms and Resources link or see your agency Benefits Administrator.

## EMPLOYEE WELLNESS PROGRAM

The CommonHealth wellness program does not require enrollment. Please ask your agency human resources office for information on this program.

## LONG-TERM CARE PROGRAM

To enroll in the DHRM employee-paid long-term care program, call Aetna, Inc. toll-free at 1-877-894-2470.

## HIPAA

Upon enrollment in COVA Care, the COVA HDHP or the Medical Reimbursement Account, you should receive from your agency Benefits Administrator a copy of the Office of Health Benefits Notice of Privacy Practices. If you do not receive your notice, please contact your benefits office or visit the DHRM web site at [www.dhrm.virginia.gov](http://www.dhrm.virginia.gov) to obtain a copy.

# WHO TO CONTACT

HEALTH PLANS	CONTACT
<p><b>COVA HDHP (High Deductible Health Plan)</b></p> <ul style="list-style-type: none"> <li>• Medical, Behavioral Health and Employee Assistance Program (EAP), Dental, and Prescription Drug</li> </ul>	<ul style="list-style-type: none"> <li>• Anthem Blue Cross and Blue Shield: Toll-free <b>1-800-552-2682</b> <a href="http://www.anthem.com">www.anthem.com</a> (Virginia members site, Commonwealth of Virginia link)</li> </ul>
<p><b>COVA Care:</b></p> <ul style="list-style-type: none"> <li>• Medical, Vision and Hearing</li> <li>• Behavioral Health and EAP</li> <li>• Dental</li> <li>• Prescription Drug</li> </ul>	<ul style="list-style-type: none"> <li>• Anthem Blue Cross and Blue Shield: Toll-free <b>1-800-552-2682</b> <a href="http://www.anthem.com">www.anthem.com</a> (Virginia members site, Commonwealth of Virginia link)</li> <li>• Value Options, Inc.: Toll-free <b>1-866-725-0602</b> <a href="http://www.achievesolutions.net/covacare">www.achievesolutions.net/covacare</a></li> <li>• Delta Dental of Virginia: Toll-free <b>1-888-335-8296</b> <a href="http://www.deltadentalva.com">www.deltadentalva.com</a></li> <li>• Medco Health Solutions, Inc.: Toll-free <b>1-800-355-8279</b> <a href="http://www.medco.com">www.medco.com</a></li> </ul>
<p><b>Kaiser Permanente HMO</b></p> <ul style="list-style-type: none"> <li>• Medical, Behavioral Health and Employee Assistance Program (EAP), Dental, and Prescription Drug</li> </ul>	<ul style="list-style-type: none"> <li>• Kaiser Foundation Health Plan of the Mid-Atlantic States: Toll-free <b>1-800-777-7902</b> or <b>(301) 468-6000</b> in Washington, D.C. <a href="http://my.kaiserpermanente.org/mida/commonwealthofvirginia">http://my.kaiserpermanente.org/mida/commonwealthofvirginia</a></li> </ul>
COMMONHEALTH WELLNESS PROGRAM	CONTACT
<p><b>CommonHealth</b></p>	<ul style="list-style-type: none"> <li>• Your agency CommonHealth coordinator or <a href="http://www.commonhealthva.com">www.commonhealthva.com</a></li> </ul>
FLEXIBLE BENEFITS	CONTACT
<ul style="list-style-type: none"> <li>• <b>Medical FRA</b></li> <li>• <b>Dependent Care FRA</b></li> </ul>	<ul style="list-style-type: none"> <li>• Fringe Benefits Management Company: Toll-free <b>1-800-342-8017</b> Interactive Benefits Information Line: Toll-free <b>1-800-865-FBMC (3262)</b> <a href="http://www.myfbmc.com">www.myfbmc.com</a></li> </ul>
LONG-TERM CARE INSURANCE	CONTACT
<p><b>DHRM Long-Term Care</b></p>	<ul style="list-style-type: none"> <li>• Aetna Life Insurance Company: Toll-free <b>1-877-894-2470</b> <a href="http://www.aetna.com/group/commonwealthva">www.aetna.com/group/commonwealthva</a></li> </ul>
ELIGIBILITY	CONTACT
<p><b>Eligibility</b></p>	<ul style="list-style-type: none"> <li>• Your agency Benefits Administrator <a href="http://www.dhrm.virginia.gov">www.dhrm.virginia.gov</a></li> </ul>