



**Date:** June 30, 2008  
**To:** UAW Insured Employees and Dependents  
**From:** Lifesigns  
**Re:** \*New\* Dedicated GM/UAW email address, plus Eye Exams at Lifesigns

### New Service for GM/UAW Employees

As of June 15<sup>th</sup>, all GM/UAW employees who are patients of Lifesigns can send questions and/or issues regarding their exams, bill inquiries, and specific questions regarding their tests to: [GM@lifesignsmd.com](mailto:GM@lifesignsmd.com). Please include your name, date of birth, email address, and phone number, and the nature of your inquiry. A representative from Lifesigns will respond to your needs within 24 hours. (Note: this email address is not for scheduling your exam. To schedule online, please visit our website at [www.lifesignsmd.com](http://www.lifesignsmd.com), or call us at (615) 371-3000.)

### Important information in regards to Lifesigns Eye Exams:

As you know, UAW employees who are insured under the 2008 BlueCross BlueShield insurance plan have 5 doctor visits per family that are covered at 100%. After the 5 have been used, employees must pay 100% for the office visit portion on visit 6 or more.

It was recently brought to our attention that all employees under the new 2008 UAW BCBS plan who have a physical exam plus an eye exam at Lifesigns are being charged for 2 of their 5 allowed office visits by BlueCross BlueShield, 1 for the physician visit and for those who had the eye exam 1 for the optometrist. This came as a surprise to Lifesigns, as we were not told this would happen when we verified the plan benefits. We have never seen this situation on any other insurance plan.

We have researched this with BlueCross BlueShield, and **beginning June 1, 2008**, we are informing all UAW employees who called to schedule that they are welcome to have an eye exam with us, but that BlueCross BlueShield will charge them 1 visit for their physical exam, and a 2<sup>nd</sup> visit for their eye exam. For those employees who obtained eye exams as part of the Lifesigns physical **between January 1, 2008 and May 31, 2008** and may have paid for their 6<sup>th</sup> office visit with another provider we are offering the following remedy:

1. From now until **March 31, 2009**, said patients may present Lifesigns with a copy of their proof of payment and EOB for their 6<sup>th</sup> office visit. (Note: your EOB from BlueCross BlueShield alone is not proof of payment; the employee must include a receipt, showing that the patient has paid the provider for the office visit.) This can be faxed, emailed, or mailed to:  
Lifesigns  
Attn: Pam Beagle  
105 Westwood Place, Suite 350  
Brentwood, TN 37027  
FAX: (615) 371-3089  
Email: [GM@lifesignsmd.com](mailto:GM@lifesignsmd.com)
2. Upon receipt of this information, Lifesigns will research to verify that the patient did indeed come to Lifesigns **between January 1, 2008 and May 31, 2008**, and had both a physical exam and an eye exam, which resulted in their being charged 2 office visits by BlueCross BlueShield.
3. For those patients who have had to pay for a 6<sup>th</sup> office visit elsewhere out-of-pocket, Within 15 days of verification, Lifesigns will mail the employee a check for the documented amount paid up to \$203. (EOB and Proof of Payment required)

**Note:** This does not apply to any patient having their exam beginning June 1, 2008, as they have been informed when scheduling that their physical exam will use up one allowed office visit. Lifesigns will not be able to offer the refund check to anyone except the UAW-insured patients who came to Lifesigns from January 1 – May 31, 2008 and had both a physical exam and an eye exam.