



May 24, 2024

**IMPORTANT CHANGE REGARDING FRMS BLUE SHIELD MEDICAL PLANS ADMINISTRATION SERVICES**

Dear Fire Risk Management Services Participating Agency Contact:

The FRMS Board of Directors selected a new group health plan administrator, Keenan Employee Benefits TPA, to replace HealthNow for the Blue Shield EPO and PPO plans effective July 1, 2024. The implementation of the new administrator has started, and a welcome packet will be sent to each current employee enrolled in a Blue Shield health plan in mid-June.

The Kaiser HMO plans and the other FRMS benefit plans are NOT included in this health plan administrator change, only the Blue Shield EPO and PPO medical plans.

This health plan administrator change to Keenan Employee Benefits TPA will NOT change the plan designs or benefits or the rates. Enrolled members will not need to change their Blue Shield providers or facilities. There will be no change to the prescription benefits or to the pharmacies where members currently purchase their prescriptions.

This health plan administrator change is effective July 1, 2024, and enrolled members will receive their welcome packet and new ID cards prior to July 1, 2024 (existing ID cards should continue to be used ONLY up to June 30, 2024). Beginning July 1, 2024, members should provide their new ID Cards to their current physicians and pharmacies.

Keenan Employee Benefits TPA offers enrolled members access to a Member Advocacy Call Center, and an online benefits portal. The Member Advocacy Call Center number is (877) 313-1335 and representatives are available from 6:00 a.m. to 5:00 p.m. PST, Monday through Friday. Once the members receive their new ID cards, they will be able to register for an online member portal via <https://www.tpabenefits.keenan.com> where they can access their health plan benefit information.

Due to this change, MyWorkplace has been updated to reflect new Blue Shield plans effective July 1, 2024. Until July 1, 2024, there will be multiple Blue Shield plans to choose from in MyWorkplace; therefore, we are requesting that you email Dawn Almanzor ([dalmanzor@keen.com](mailto:dalmanzor@keen.com)) or Merissa Peters ([mpeters@keen.com](mailto:mpeters@keen.com)), your current FRMS day-to-day customer service team, to assist with processing Blue Shield medical plan employee changes, addition of newborns or new spouses, qualifying event changes, or new employee enrollments. MyWorkplace will be auditing all changes that are processed for the Blue Shield plans during this transition.

Your continued support of Fire Risk Management Services is appreciated. Enclosed please find samples of the notices that will be sent to each enrolled employee's home address by mid-June. Please contact Keenan Member Advocacy Call Center at (877) 313-1335 with any questions regarding this health plan administrator change for the Blue Shield plans only.