



University of Illinois at Chicago Graduate Employees Organization (UIC GEO)

Local 6297, American Federation of Teachers, AFL-CIO
310 South Peoria Street, Suite #305, Chicago, IL 60607
geo@uic-geo.net www.uic-geo.net 312-491-1808

Dear Roger Carlson, Dr. Michael Ginsburg, and Dr. Patrick Tranmer,

Together the Graduate Employees Organization, the Graduate Student Council, and the Undergraduate Student government represent all 13,000 CampusCare subscribers in Chicago. Since its inception, CampusCare's otherwise good coverage has had one glaring problem: out of network emergency coverage is expensive, difficult to access, and often requires CampusCare users to resort to a lengthy and confusing appeal process.

At their January 24 meeting with GEO and Ken Thomas, USG Speaker, CampusCare officials agreed to present GEO and other organizations with proposals to change CampusCare to make out of network ER coverage better.

GEO, GSC, and USG now understand that those proposals will be forthcoming as soon as CampusCare makes whatever changes the new Affordable Care Act mandates. We urge CampusCare not to delay in presenting proposals to fix out of network ER coverage, and to take all steps necessary to ensure maximum student input. We request a timely response from CampusCare so that all students can evaluate and discuss the proposals presented, and make decisions regarding which proposal best meets our needs.

In the meantime, CampusCare users have identified several other areas of CampusCare's coverage, claims processing, and administration that require immediate improvement. These areas include: better customer service on the phone; clearer and more timely communications from CampusCare about out of network coverage and denials; a streamlined process for obtaining pre-authorization for out of network services; clearer and more fair standards for the appeal process; and better communication with all organizations who represent CampusCare users.

GEO, GSC, and USG therefore request a meeting with Roger Carlson, Dr. Samuel Grief, Dr. Michael Ginsburg, Dr. Patrick Tranmer, and any other CampusCare officials necessary to discuss these matters and reach agreements about how to improve them while more long-term solutions are being compiled.

Like each of you, GEO, GSC, and USG are committed to seeing CampusCare continue to deliver the high quality care that CampusCare users pay for and deserve.

We look forward to hearing back from you within five business days to establish a mutually agreeable time to meet and reach agreements about how CampusCare can be improved today, as well as continuing to discuss how CampusCare can be improved in the future.

Sincerely,

Graduate Employees Organization, AFT local 6297, AFL-CIO
Graduate Student Council, University of Illinois at Chicago
Undergraduate Student Government, University of Illinois at Chicago
Ken Thomas, Incoming Student Member of the University of Illinois Board of Trustees

cc: President Michael Hogan
University of Illinois Board of Trustees
Chancellor Paula Allen-Meares
Vice Chancellor for Student Affairs Barbara Henley