



# BENEFITS BULLETIN

U.S. National Employee Services Center  
For Hourly Employees

Ford Motor Company • PO Box 6214 • Dearborn, MI 48121

February 2, 2009

To: UAW-Hourly Employees, Retirees/Surviving Spouses (protected and modified), and their Eligible Dependents Enrolled in the National PPO Plan Outside of Michigan

Subject: **New Outpatient Physical Therapy Program Administrator/Network - TheraMatrix Physical Therapy Network, Inc. (TheraMatrix)**

## **Purpose of this Communication**

We are writing to inform you of a change in the outpatient physical therapy benefit provider. **Effective March 1, 2009**, outpatient physical therapy benefits will be administered and provided by TheraMatrix for all eligible hourly employees, retirees, surviving spouses and their eligible dependents enrolled in the National PPO Plan.

Please read this communication to understand the changes **effective March 1, 2009**.

## **What You Need to Know**

**Effective March 1, 2009**, you must use a TheraMatrix in-network provider for Outpatient Physical Therapy services to have services covered. You must contact TheraMatrix at 1-888-638-8786 prior to receiving outpatient physical therapy services, to assure that you utilize an in-network provider. There are no changes to the outpatient physical therapy benefit from the previous benefit provided under the National PPO. There continues to be a limit of 60 combined visits for speech, occupational, hearing, and outpatient physical therapy.

**Effective March 1, 2009**, the following will apply for outpatient physical therapy services:

### **Summary of In-Network Outpatient Physical Therapy Benefit Level**

- Medically necessary outpatient physical therapy services provided by TheraMatrix participating network providers are covered in full under the National PPO plan.
- There are no out-of-pocket costs to covered members when services are received from a TheraMatrix network provider.

### **Summary of Out-of-Network Outpatient Physical Therapy Benefit Level**

- Coverage is not provided for outpatient physical therapy services obtained from providers who are not in the TheraMatrix network. If there are no TheraMatrix network providers within 25 miles of your home, you should contact TheraMatrix at 1-888-638-8786 **prior to receiving outpatient physical therapy services** to make arrangements to see a provider and avoid out-of-network penalties.

## Who to Contact for Assistance?

Answers to frequently asked questions are below. If you have any additional questions regarding your outpatient physical therapy benefits or TheraMatrix, please contact TheraMatrix at 1-888-638-8786.

Sincerely,



Susan Suarez  
Coordinator, Benefits Section  
National Ford Department, UAW



Karl Dalal  
Director, Healthcare Management  
Ford Motor Company

## Answers to Frequently Asked Questions

### 1. What if I am presently in the middle of outpatient physical therapy treatment?

A transition benefit is available if a member is presently receiving outpatient physical therapy. You may continue your course of treatment until expiration of your current prescription. You **must** contact TheraMatrix at 1-888-638-8786 to set up the transition to an in-network provider if continued therapy is necessary. This transition will be made with no interruption in your service.

### 2. What if there are no TheraMatrix participating providers within 25 miles of my home and I need outpatient physical therapy?

If there are no TheraMatrix network providers within 25 miles of your home, you **must** contact TheraMatrix at 1-888-638-8786 **prior to receiving any outpatient physical therapy services** to make arrangements to see a provider and avoid out-of-network penalties.

### 3. How do I find a TheraMatrix participating provider?

You may visit the TheraMatrix website at [www.theramatrix.com](http://www.theramatrix.com) or contact TheraMatrix at 1-888-638-8786 to find a provider near you. We urge you to choose a TheraMatrix network provider to avoid paying out-of-pocket for any outpatient physical therapy. You should verify that you are using a TheraMatrix participating provider **prior to** receiving any outpatient physical therapy service.

### 4. Are there any impacts to my inpatient physical therapy benefits?

There is no change to your inpatient physical therapy benefits. This change impacts only your outpatient physical therapy services.

*The Company reserves the right to end, suspend, or amend these plans, subject to the applicable Collective Bargaining Agreement. Amendments will also be made to applicable statutes and regulations. If changes are made you will be notified.*