



NEW WEST HEALTH SERVICES

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New West is proud to serve Montana by connecting people to good health care in a simplified way. Incorporated in 1997, we are a non-profit, licensed as both a health services corporation and health maintenance organization, and currently insure or provide health plan services for over 43,000 Montanans.

Offices: Helena – 51 employees. Corporate offices, Medical Services, Marketing, Finance, Provider Services, Analytics, Underwriting, Quality, Compliance, Policy and Representation, Human Resources
Kalispell – 45 employees. Operations center: Medicare Advantage, Claims, Customer Service, Enrollment and Premium Billing, Information Systems
Billings – 2 employees. Provider Service and Marketing

Business: Individual, small group (between 2-50 employees), large group (51+ employees), federal employee health benefit plan and association (National Federation of Independent Businesses and Montana Farm Bureau) insured health plans. Health plan administration for self-funded employers, such as the State of Montana, Montana University System and Northwestern Energy.

Medicare Advantage – Montana's local, private Medicare plan. Medicare Advantage combines traditional Medicare with Part D prescription drug coverage and wrap-around, supplemental protection, simplifying benefits for seniors and eligible disabled beneficiaries, and simplifying billing and administration for providers. Launched in 2005, New West Medicare Advantage has grown from approximately 1,100 members in 2007 to over 8,900 as of January 2011.

Member/Patient Engagement: New West believes health benefits should be more than paying claims. We have provided a broad spectrum of preventive and wellness benefits from our inception, and actively encourage our members to use them. Innovative member tools, such as online management of health savings accounts, claims status notification and online balance payment options and out-of-pocket cost information. A health risk assessment complete with health management tools to promote a healthy lifestyle and scheduled health messaging geared to identify health needs is a recent addition. A core vision benefit provides easy access to basic health screening for certain high-risk conditions for members who may not use regular screening exams.

Provider Access: New West sponsors are the Billings Clinic, Missoula Community Medical Center, Helena's St. Peter's Hospital, Havre's Northern Montana Health Center, Bozeman Deaconess and Great Falls's Benefis Health Care. We partner with over 4,600 Montana medical professionals and hospitals, and provides Centers of Excellence and network access throughout the United States.

Regulation: The business of New West is regulated by the Montana Insurance Department and the Montana Department of Public Health and Human Services. Our business is also regulated by the federal Departments of Health and Human Services, Labor and Treasury. Our Medicare Advantage is regulated by the US Department of Health and Human Services, Centers for Medicare and Medicaid Services.

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