

There is no substitute for integrity.

Our Experience:

- ∞ Boon-Chapman is a distinguished full service health benefits company headquartered in Austin, Texas. We have operated as a Third Party Administrator since 1961, making us the oldest Third Party Administrator domiciled in Texas. T.J. Chapman, the founder and CEO from 1961 to 1998, and his son, Kevin, the current President and CEO, own the company.

Our Service:

- ∞ Boon-Chapman is strongly committed to providing superior services while operating with the highest ethical and moral standards.
- ∞ It is our commitment to excellence, which makes Boon-Chapman one of the most respected third party administrators in the Southwest.

County of Galveston
Texas
Group - 213

Main Office - Austin, TX

Mailing Address:

P.O. Box 9201

Austin, TX 78766-9201

(512) 454-2681

(800) 252-9653

Site Address:

12301 Research Blvd. Suite 400

Austin, TX 78759

Claims Administration:

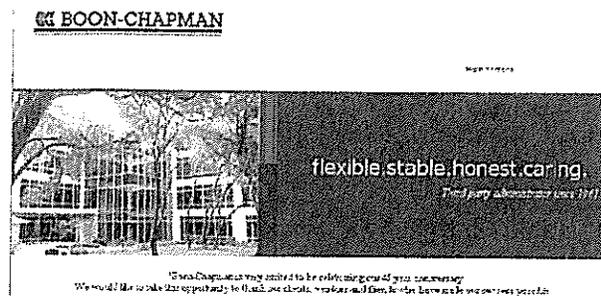
- ∞ Our Benefits Department is organized into teams to best serve you. Each team has a team leader or supervisor and numerous claims analysts and customer service representatives. They will have primary responsibility for processing your claims and handling customer service issues. However, should they not be available, others within their team will be available to provide uninterrupted personal service.
- ∞ Our computer system automatically adjudicates many claims. Electronic and paper claims with complete information that do not automatically adjudicate are processed within 10 business days. Claims that require additional information are pended and tracked in our system.
- ∞ We strive to process claims with 100% accuracy. Our audit policy, training program and systems are designed with this in mind. We conduct mandatory prepayment audits for claims exceeding designated dollar amounts.
- ∞ Our website at www.boonchapman.com provides real-time information, accessible 24 hours a day, 365 days a year. It allows you to:
 - Determine the status of your claim;
 - Order an ID card;
 - Download forms;
 - Request a change of address;
 - View the plan document;
 - Obtain utilization review information;
 - Order a PPO directory;
 - Submit benefit questions;
 - Link to related websites;
 - View the answers to commonly asked questions.



Welcome to the Boon-Chapman website

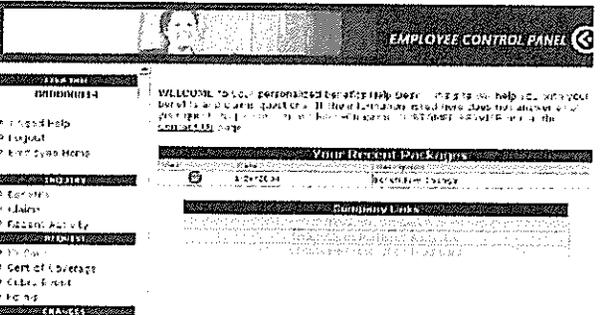
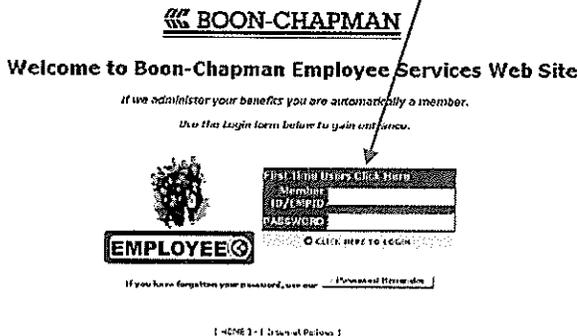
www.boonchapman.com

Members of the *Galveston County* Health Plan may access our website by following the instructions below.



- Go to the website, www.boonchapman.com.
- Click on “login screens”
- Click on “Employee”
- Click on “First Time Users Click Here”

- Enter in your Social Security number and answer the questions, then click on the “Submit” button.
- You can then choose a password you would like to use.
- You will then be asked who may view your healthcare information, check “ok to view” box next to their name, leave “Employer Password” blank, then click “Submit”.



- You are now at the **Employee Home Page**.
- Along the left hand side of the screen you will see a menu bar with several buttons.
- Each button offers different choices, such as plan information or downloading forms.

* A member will automatically be granted permission to view dependent information if the dependent is under the age of 18. Dependents over 18 will have to login to the website and authorize member viewing of their information. Dependents will use the **First Time User Login** using the Member’s ID (this is the employee/insured’s social security number) and answer the questions with the dependent’s personal information.

**You may change your password at any time after your first visit to the website.

If you have any trouble logging onto the website, please call Boon-Chapman at (800) 252-9653.