

Human Resources Newsletter- September Benefits Edition

Transfer of Referrals:

Not all active referrals on file with UnitedHealthcare as of August 31, 2017 have transferred over to BCBSTX. BCBSTX is currently working to get these referrals in place. If you had an active referral that should have transferred, Please call BCBSTX at 1-800-252-8039 to ask about the status of that referral prior to visiting your specialty physician.



HealthSelect provider network

BCBSTX is still working diligently to bring more doctors into the network. It is not unusual during a change like this to have some contracts complete quickly and others take a bit longer. Because the network process is not finished, information changes daily. We encourage members to check the online [provider finder](#) often, or to call a BCBSTX Personal Health Assistant at 1-800-252-8039. You can also call your physician's office to ask if they are in-network with **HealthSelect of Texas/BCBSTX**. It's extremely important to ask if they are "in-network with HealthSelect of Texas" as opposed to simply asking if they accept BCBSTX. You must identify our plan as the HealthSelect of Texas plan.

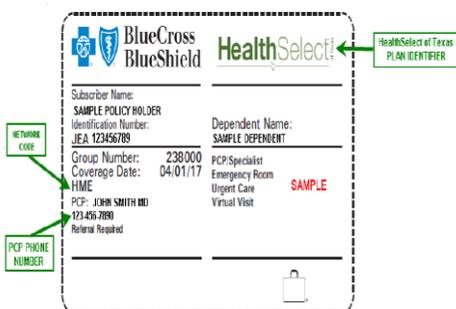
New medical and prescription drug ID cards

Prior to September 1, 2017, separate ID cards for medical and prescription drug coverage were mailed to every covered member, and their covered dependents, enrolled in HealthSelectSM of Texas and Consumer Directed HealthSelectSM. If you have not received new ID cards please call:

- Blue Cross and Blue Shield of Texas at (800) 252-8039, (TDD: 711) for medical ID cards; or
- OptumRx at (855) 828-9834, (TDD: 711) for prescription drug ID cards. Note: this is a new phone number for Optum Rx

Remember to update your doctors, hospitals and other providers that your medical insurance plan has changed.

If you received your HealthSelect BCBSTX medical ID card and it indicates "No PCP on File", this indicates that your primary care physician (PCP) did not transfer from UHC to BCBSTX. Please call BCBSTX at 1-800-252-8039 to inquire about your designation. If your current PCP shows as non-network but is still in negotiations with BCBSTX, you may be able to continue to see him/her with in-network benefits. You may also need to designate a new PCP. Be sure that you have a PCP on file prior to your first office visit.

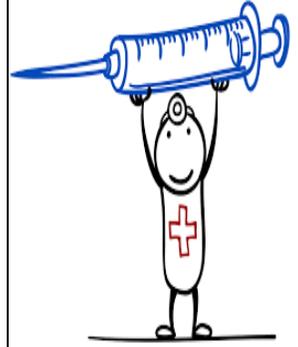


Flu Shots

At this time, some immunization clinic providers that were in the network under UnitedHealthcare are not in the network under BCBSTX. BCBSTX is actively working with clinic providers to join the HealthSelect network. Currently, Walgreens is the only pharmacy in the HealthSelect network. At this time, HealthSelect participants can get flu shots in-network at Walgreens or contact your network PCP in regards to scheduling a flu shot. HR will be forthcoming with more information regarding other pharmacies joining the HealthSelect network in regards to flu shots as we receive updates from BCBSTX. If you receive a flu shot from a provider that isn't in the BCBSTX HealthSelect network, HealthSelect participants could have to pay 40% coinsurance for the cost of their vaccinations, after meeting the annual \$500 out-of-network deductible per person. If you use an in-network provider, the plan will cover the vaccination at 100%.

NOTE: This information applies to flu shots which are covered under HealthSelect medical and does not apply to prescription coverage under OptumRx. To see a list of pharmacies in-network with OptumRx please visit this link:

<https://wem.optumrx.com/content/odin/en/ers/public/dashboard.html>



Dependent Certification

If you added dependents to medical coverage during the Summer Enrollment period, please remember that you will receive a request from Aon Hewitt to supply documents to support eligibility for state medical coverage. It is very important that you supply the documents by the date requested and make sure to receive confirmation from Aon Hewitt that the process is complete. ERS considers it the member's responsibility to complete the dependent eligibility process and will cancel all benefits that the dependent is enrolled in if the process is not complete.

These new dependents will also need to designate a primary care physician with BCBSTX. You can designate by calling 1-800-252-8039 or on the BCBSTX [Blue Access for Members \(BAM\)](#) website

Higher Costs for Out-of-Network Freestanding ERs

Effective September 1, 2017, BCBS HealthSelect of Texas participants will incur higher out of pocket costs for both emergency and non-emergency care at **freestanding** emergency rooms (such as ER Now 24/7 and Neighbors Emergency Center) that are not in the HealthSelect network. The participant will have to meet the out-of-network deductible, pay a higher copay and coinsurance. **The change in copay does not apply at hospital-based or hospital-affiliated emergency departments, such as United Regional Hospital ER and Kell West Hospital ER.**

The benefit for Consumer Directed HealthSelect is not changing – out-of-pocket costs for emergency care in these plans will include the current deductibles, copays and coinsurance.

The following link provides more information about out-of-pocket costs at freestanding emergency facilities:
<http://www.ers.texas.gov/HealthSelect-freestanding-ERs>



Web and mobile tools

With [Blue Access for MembersSM \(BAMSM\)](#) and the BCBSTX mobile app, your benefits are at your fingertips, wherever you are. BCBSTX online tools and app help you stay informed and better manage your health, wellness, and benefits.

Whether you connect on your computer or on your smartphone, you can:

- Find an in-network doctor, hospital or urgent care facility
- Check the costs and quality of doctors and services covered under your plan
- Check the status or history of a claim
- Request a temporary ID card or save a digital copy to your phone
- Confirm prior authorization and referral requirements
- Connect with a Personal Health Assistant by phone or chat
- Manage your BCBSTX account preferences

Download the BCBSTX Mobile App*



HAVE YOU REGISTERED YOUR NEW HEALTHSELECT OF TX ACCOUNT AT BLUE ACCESS FOR MEMBERS?

Participants should register for a Blue Access for MembersSM online account. To register, participants should:

1. go to www.healthselectoftexas.com
2. at the top right of the homepage, click the Log In button.
3. click on the “New user? Register Now” link.

Once registered, you will be able to log in from your phone, computer or tablet any time to:

- order a replacement ID card or print a temporary card
- check claims status
- review Explanation of Benefits (EOB) statements
- confirm employee and dependent coverage
- find a doctor or hospital and get driving directions using Provider Finder[®]
- use the Provider Finder tool to research and estimate costs for common health care services and treatments

If you need assistance, please call a BCBSTX Personal Health Assistant toll-free at (800) 252-8039, Monday–Friday 7 a.m. - 7 p.m. CT or Saturday 7 a.m.–3 p.m. CT.

DID YOU KNOW...?

Information you may be seeking in regards to insurance benefits or retirement benefits is just a click away? Please visit the [MSU Human Resources webpage](#) and you’ll notice on the left hand side a link to “Insurance- Medical/Dental” and “Retirement”. Both pages will help you stay informed about your benefits and retirement.

Also, subscribe to the ERS newsletter for Higher Education Employees at <https://ers.texas.gov/subscribe> to stay up to date on insurance benefits. TRS participants can subscribe to the MyTRS newsletter by logging into your [MyTRS account](#) and selecting the MyTRS Email Subscriptions link on the sidebar menu.



Virtual Visits - Consult a doctor anytime online or by phone

Getting sick never comes at a good time. When you don't feel well or your child is sick, you may not want to leave home. With virtual visits, you and your covered dependents can talk to a doctor without leaving your home or office. A virtual visit is an option for you when you can't get to your doctor or when you get sick while traveling.

Your copay for virtual visits may be as low as \$0. HealthSelectSM of Texas (In-Area) and HealthSelect of Texas (Out-of-State) members: \$0 copay. Consumer DirectedHealthSelectSM - network deductible and then 20% coinsurance.

Please see the [Virtual Visits flyer](#) for more information.



HealthSelect of Texas Health and Wellness Incentives

If you haven't already, please take a few minutes to visit the [HealthSelect of Texas Health and Wellness Incentives webpage](#). Here you will find many added value programs pertaining to health and wellness, such as:

- **Well on Target-** this website provides you with tools to help you set and reach your wellness goals.
- **Wellness Coaches-** help with nutrition, fitness, exercise, and stress management.
- **Fitness Program-** a flexible membership program that allows access to more than 9,000 fitness centers, 5 of which are in Wichita Falls. Fees apply.
- **Weight Management-** Participants enrolled in HealthSelect who meet certain eligibility requirements have access to two weight management programs at no additional cost, Naturally Slim and Real Appeal.
- **Tobacco cessation-** a team of clinicians will build a customized plan to help you quit tobacco.
- **Care Management Programs-** holistic health management programs.
- **Blue Points-** a part of Well on Target, you can be rewarded for healthy living and earn and spend Blue Points in the online shopping mall available through [Blue Access for Members \(BAM\) portal](#).
- **Blue 365 Discount Program-** discounts on eyeglasses, contact lenses, laser vision correction, hearing aids, etc.

