

**HealthSelect** of Texas

CONSUMER DIRECTED

**HealthSelect** SM

## Answers to your questions about the HealthSelect transition

On September 1, 2017, Blue Cross and Blue Shield of Texas (BCBSTX) will become the new plan administrator for HealthSelect<sup>SM</sup> of Texas and Consumer Directed HealthSelect<sup>SM</sup>. BCBSTX will manage the provider network, process claims, oversee wellness and disease management programs, and provide customer service. ERS will still set the benefits and pay the claims.

## What do I need to do?

### Make sure your PCP and other providers are in the HealthSelect network.

More than 50,000 providers across the State of Texas will continue to be in the HealthSelect network. You will pay more—sometimes much more—if you see a provider who is not in the HealthSelect network. To find out if your primary care physician (PCP) and other providers will be in the HealthSelect network after September 1, go to [www.bcbstx.com/hs](http://www.bcbstx.com/hs) and click on find a doctor or hospital in the Find a Provider box. Then click on the box that applies to your coverage. Or call a BCBSTX Personal Health Assistant at (800) 252-8039 (see box at right).

- If you're enrolled in HealthSelect of Texas, live and work in Texas, and are not enrolled in Medicare, you must have an in-network PCP. If your current PCP will no longer be in the BCBSTX HealthSelect network, call a BCBSTX Personal Health Assistant to designate a new PCP.
- If you need to schedule a doctor visit or medical procedure on or after September 1, 2017, make sure your PCP and other provider(s) will still be in the network.
- You can nominate a provider to be added to the HealthSelect network. Go to [www.bcbstx.com/hs](http://www.bcbstx.com/hs). Click on Publications and Forms, then go to Nominate a Provider.

## Submit a Transition of Care form to BCBSTX

Are you receiving care for a chronic illness or an acute medical condition, or are you pregnant and in your second or third trimester? If so, you may be able to continue to receive in-network health care services from your current provider for a certain period after September 1, 2017, even if he or she will no longer be in the HealthSelect network. You need to fill out a Transition of Care form and submit it to BCBSTX. To download the form, go to [www.bcbstx.com/hs](http://www.bcbstx.com/hs) and click on "Publications and Forms."

## How will this change affect me?

If you are enrolled in an HMO, HealthSelect Medicare Advantage or KelseyCare Advantage, this change will not affect you. If you are enrolled in HealthSelect of Texas, HealthSelect Out-of-State, HealthSelect Secondary or Consumer Directed HealthSelect, most of your current plan benefits and requirements will not change. But you may need to take some steps to get the most out of your health coverage.

## Here to help!

For information and answers to questions about the transition, visit BCBSTX online or call!

Go to [www.bcbstx.com/hs](http://www.bcbstx.com/hs) for general information about the transition. Beginning September 1, you will be able to set up a new online account to get access to your personal information at [www.healthselectoftexas.com](http://www.healthselectoftexas.com).

Call (800) 252-8039 toll-free, Monday - Friday 7 a.m. - 7 p.m. CT or Saturday 7 a.m. - 3 p.m. CT. Either over the phone or by live chat, a Personal Health Assistant can support you by:

- helping you find a PCP, specialist or other provider in the BCBSTX network;
- finding out whether your provider or scheduled service requires a referral or prior authorization;
- checking the status of your referrals and prior authorizations;
- providing you with information about your plan's benefits and coverage;
- giving you cost estimates for health care services or procedures before you go to the doctor or hospital;
- scheduling appointments for you; or
- connecting you with a nurse to help you take care of your health when you have received a diagnosis or if you are managing a medical condition.

## What if I need to go to the doctor or file a claim before September 1?

Through August 31, 2017, you should continue to use your UnitedHealthcare ID card when you see a doctor or other provider. For individual information about your coverage or claims, log on to your UnitedHealthcare online account or call UnitedHealthcare Customer Service at (866) 336-9371 (TTY: 711). BCBSTX will not have access to individual information until September 1, 2017.

## Will this change affect my pharmacy benefits?

No. OptumRx will still be the plan administrator for prescription drug coverage for HealthSelect of Texas and Consumer Directed HealthSelect after September 1, 2017.

## When will I get new ID cards?

In late August, BCBSTX and OptumRx will send you and your dependents separate ID cards for medical and prescription drug coverage to use starting September 1, 2017. You should continue to use your current combined health and prescription ID card through August 31, 2017.

## What if I currently have a referral to see a specialist or prior authorization for care?

Referrals and prior authorizations issued by UnitedHealthcare before September 1, 2017, will be transferred to BCBSTX. If the provider is still in the HealthSelect network, referrals and prior authorizations will be honored through the original expiration date. For specialists who will no longer be in the network, referrals and prior authorizations will be honored for 90 days or the end date of the referral, whichever is sooner. After September 1, 2017, all new referrals and prior authorizations will need to be issued by BCBSTX.

## What if I am currently enrolled in a care management program for diabetes or another health condition?

If you are currently enrolled in a care management program with UnitedHealthcare, you will automatically be enrolled in a BCBSTX care management program. You will receive a letter to tell you that you have been enrolled, but you can opt out of the program. You may receive a phone call from a BCBSTX nurse. The nurse will review your care plan with you and answer any questions you may have.

## Will wellness programs like Real Appeal still be available?

Beginning September 1, you will have access to several wellness program options.

- If you are eligible, you and your covered dependents (18 or older) will be able to choose between two different online weight loss programs: Real Appeal or Naturally Slim. These programs were designed to help you feel better, have more energy and cut your risk for many health conditions.
- Wellness coaches will support you with information about nutrition, fitness, exercise and stress management.
- The Well onTarget wellness website will offer tools to help you set and reach your wellness goals.
- The HealthSelect Fitness Program will give you access to more than 9,000 fitness centers nationwide.
- With Blue Points<sup>SM</sup> you will be able to earn points for participating in wellness activities. You will be able to redeem the points in an online shopping mall.



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