



Update: HealthSelect transitions to BlueCross/BlueShield September 1

TDCJ employees should note that on September 1, BlueCross and BlueShield of Texas took over as third-party administrator for the Employees Retirement System of Texas' HealthSelect insurance. Plan participants should review the following tips to avoid problems during the transition.

Doctor referrals issued by UnitedHealthcare prior to September 1 have been transferred to BlueCross and BlueShield (BCBSTX) of Texas for administration. If the provider is in the BCBSTX network, the referral will be valid through the referral's original end date; if the provider is not in the BCBSTX network, the referral will be valid for the referral's original end date or 90 days, whichever comes first. All referrals issued on or after September 1 must be issued by BCBSTX.

Certain health situations may qualify for a waiver to see a non-network provider, such as pregnancy in the second or third trimesters, patients who continue to be hospitalized after August 31, a terminal illness where life expectancy is less than six months, and treatment of cancer, heart disease and transplants on a long-term basis. In these situations, plan participants will need to complete and submit a Transition of Care form to BCBSTX.

During this transition, plan participants may receive a phone call from BCBSTX or ERS asking about your health insurance coverage. If you receive call, ask the caller to

identify who they are and who they work for before disclosing any personal information. BCBSTX and ERS staff members will clearly identify themselves and will never ask you for your Social Security number. To confirm that a call from BCBSTX is valid, contact a personal health assistant directly at (800) 252-8039.

Here are a few additional benefits now available to plan participants:

- If you consult with an in-network Virtual Visit doctor, your copay after September 1 will be zero – there is no cost to you. Virtual Visits give you the ability to talk with a doctor without leaving your home or office for those times when you can't get to your regular doctor, if you get sick while traveling, or as an alternative to the emergency room. You have the choice of two services, MDLIVE and Doctor on Demand. Both of these online doctor services can diagnose and treat a wide range of medical conditions and if needed, prescriptions can be sent electronically to a pharmacy near you.
- Access to Well onTarget, a wellness program designed to support healthy choices. Participants have access to self-directed online courses designed to help you achieve your health goals. There are also interactive tools, progress trackers and a health library to help you stay on course.
- The Fitness Program available through BCBSTX allows you access to more than 8,000 participating gyms nationwide with no long-term contract; membership is month-to-month with a one-time enrollment fee of \$25, and a \$25 monthly fee per member.
- Eligible participants can enroll in the Naturally Slim or Real Appeal weight loss programs. Naturally Slim is based on scientific understanding of nutrition and obesity, and is administered by experienced medical professionals. Real Appeal is a member-made program, with online tools and weight loss coaches.
- The Airrosti copay has been reduced to \$25. Airrosti Rehab Centers treat soft tissue injuries affecting muscles, tendons and ligaments.

More information about the transition is available on the BCBSTX website. BCBSTX mailed new medical ID cards to all HealthSelect of Texas participants in late August. ▲