

Transition to BCBS for HealthSelect Insurance Plans, effective 9/1/17

Important information about the HealthSelect transition to Blue Cross and Blue Shield

On September 1, 2017, Blue Cross and Blue Shield of Texas (BCBSTX) will replace UnitedHealthcare as the plan administrator for HealthSelectSM of Texas and Consumer Directed HealthSelectSM.

Contact information during the transition

Until August 31, 2017, employees should continue to use their current ID cards and call the current HealthSelect Customer Service line at (866) 336-9371 (TTY: 711) for information about their coverage.

In August, BCBSTX will mail a welcome packet and new medical ID cards to all HealthSelect of Texas and Consumer Directed Health Select participants. Participants will also receive a separate ID card from OptumRx, the plan administrator for pharmacy benefits.

BCBSTX will not have access to individual claims information until September 1, 2017. Enrollment information will not be available until after Summer Enrollment.

In the months leading up to the transition, BCBSTX will send letters and make telephone calls to participants who may be affected by certain changes. For example, participants whose PCP may no longer be in the network after September 1, 2017 will receive a notification letter and may receive a follow-up phone call. Please let your employees know they should answer or return phone calls if they are contacted by a BCBSTX representative.

New website and customer care center will provide general information

Beginning May 23, employees will be able to visit the BCBSTX Health Select website at www.bcbstx.com/hs or call a Personal Health Assistant toll-free at (800) 252-8039, Monday - Friday 7 a.m. - 7 p.m. CT or Saturday 9 a.m. - 3 p.m. CT.

Participants can:

- Get general information about plan benefits and what to expect.
- Use the Provider Search Tool to find out if their current PCP or other providers will be in the BCBSTX HealthSelect network after September 1.
- Get help finding an in-network PCP or specialist if their current provider will no longer be in the network.
- Nominate a provider to be added to the HealthSelect network.

Participants who are currently in the second or third trimester of pregnancy or are receiving care for a chronic illness or an acute medical condition may be able to continue to receive health care services for a limited time from their current provider after September 1, 2017, even if the provider will no longer be in the HealthSelect network. **The participant needs to fill out and submit a Transition of Care form to BCBSTX. For more information, they should visit www.bcbstx.com/hs or call a BCBSTX Personal Health Assistant toll-free at (800) 252-8039 beginning May 23, 2017.**

Continuation of current programs

Real Appeal, an online weight loss program, will continue to be available to eligible HealthSelect participants after September 1, 2017. Naturally Slim, a different online weight loss program, will also be offered as an option to eligible participants.

Virtual Visits allows participants to consult with a real-time licensed physician from a computer, tablet, or smart phone using secure online audio and video technology. It will still be a HealthSelect benefit after the transition to BCBSTX. Beginning September 1, there will no longer be a copayment for HealthSelect of Texas participants who use a network Virtual Visits provider. The current \$10 copay per visit for this benefit will continue through August 31.

Information about the transition will be provided regularly in future editions of Update-Express. Be sure to look for new details!