



Medical Plan Changes &  
Information

# Employee Experience

## Designed to Provide Little Disruption to Employees

- No increase in Employee or ECISD costs for 2022 Plan Year
- Network disruption analysis showed 98.5 % of current providers were on the new network.
- Open enrollment will run from November 1st- December 3<sup>rd</sup>
- First Financial enrollers will be at every campus to assist employees with their enrollment
- Employees will receive new medical and pharmacy ID cards
- Mail order prescriptions and prior authorizations transferred over
  - Members may have to get a new prescription from their provider, and we will grandfather Prior Authorizations for 90 days to ease the transition

Plan  
Changes

Medical

## Medical Administration Moving From Blue Cross Blue Shield to



- AETNA is putting a full-time customer service/claims advocate onsite at ECISD
- ECISD will have a dedicated customer service team and dedicated toll-free phone number
- AETNA is building an ECISD dedicated website to assist employees with provider searches, general plan information, and much more
- Members will have access to CVS Health HUBS at no cost for after hours and weekend acute care visits

# Medical ID Card

## What to look for in the mail . . .



# FAQ Medical

## What do I do if my physician says that I or a member of my family is not covered?

- Call or see the onsite customer service representative in the benefits office
- Call AETNA Customer Service and Verify Coverage
- Call the District Benefits Office

## Who do I call if I have a question about:

- Benefits
- Eligibility
- How a claim was paid
- Call the onsite representative or AETNA Customer Service

## What is the provider network?

- AETNA Choice POS II



# FAQ Medical

cont'd

## What is a Transition of Care form, and is it required?

- It is used to help members with certain diagnoses, or in a current treatment protocol, to ensure they have no gaps in care. It is **HIGHLY** recommended for members to complete the form. You **CANNOT** be denied care if it is completed.

# Transition of care (TOC)

available for those in active course of treatment

**You can visit your Aetna® member website or call member services to:**

- Get a TOC form
- Get help completing and submitting the form

TOC is temporary, usually 90 days, as we transfer services from a nonparticipating provider or primary care physician to a participating provider.



# FAQ Medical

cont'd

## Where can I get additional plan information, look up a provider, etc.?

- Ector County AETNA Member Site  
[www.aetnaresource.com/p/Ector-County-ISD](http://www.aetnaresource.com/p/Ector-County-ISD)
  - Find a provider
    - Download the Excel Spreadsheet
    - Search for your Doctor by individual name or by Medical Group
  - Plan Benefits
  - Transition of Care Forms



# TeleMedicine



Plan Changes

Pharmacy

## Pharmacy Administration Moving From Express Scripts (ESI) to



- Employees will now have access to both CVS and Walgreens pharmacies.
- Texas based Customer service
- OPT I will have lower co-pay for all members

# FAQ Pharmacy



PCA Rx IS YOUR PHARMACY CLINICAL ADVISOR

WE'RE PROUD TO WORK WITH ECISD  
STARTING JANUARY 1ST 2022

**NOT JUST YOUR STANDARD  
PBM, WE'RE SO MUCH MORE!**



WITH PCA Rx YOU HAVE

- Access to prescription Home Delivery
- Access to concierge clinical support
- Access to online Patient Portal
- Access to over 68,000 pharmacies

WE ARE HERE TO HELP DURING  
YOUR TRANSITION AND WITH ALL  
OF YOUR PHARMACY NEEDS.



Pharmacy Help Desk  
855-882-7499  
[info@pcarx.com](mailto:info@pcarx.com)

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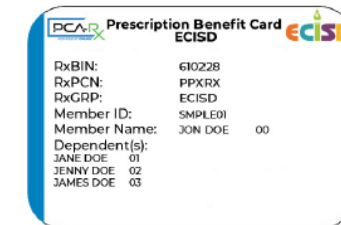
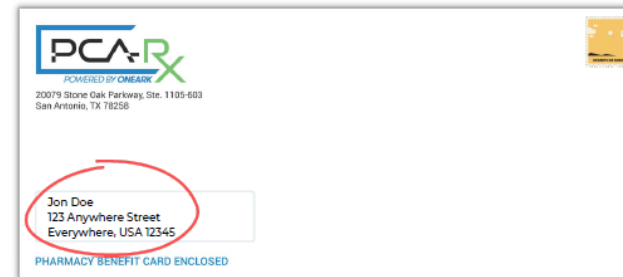
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# Pharmacy ID Card

## What to look for in the mail . . .



## PHARMACY BENEFIT CARD

### What will come in the mail

- The envelope above will arrive in your mailbox with your new pharmacy benefit card.
- Please **double-check your address** with your enroller that it is correct and accurate.
- Present this prescription card to fill your prescription at your retail pharmacy beginning January 1st, 2022.

# Near Site Clinic

## Clinic Opening the Middle of January to Provide Employees and Dependents On the Health Plan Direct Access to Care

- Staffed with a Doctor, a Nurse Practitioner, 4 medical assistants
- Will be open 40 hours per week. (Hours of the day TBD)
- All services provided will be at no cost to employees on the health plan (visits, lab work, shots, etc.)
  - Exceptions to this are those on the HSA plan, who will have a \$25 co-pay
- Service offerings include:
  - Acute care services (cough, cold, strep, etc.)
  - Chronic care services (diabetes management, hypertension, high cholesterol, etc.)
  - Mental Health Counseling
- The clinic will help with future wellness programs
  - Getting people healthier to avoid long term claim costs
  - Will help with recruitment and retention

# FAQ Clinics

## What services are covered at the Health & Wellness Center?

Allergies

Flu

Labwork/Tests for Minor Injuries

Asthma

Diabetes Management

Personal Health Assessments

Annual Physicals

High Blood Pressure

Sports Physicals

Cold/Congestion

High Cholesterol

## What is the cost to access the Health & Wellness Center?

- No cost, or low cost for plan members or eligible dependents for anything done at the Health & Wellness Center

## Who is covered?

- Employees and Dependents enrolled on the Ector County ISD Medical Plan.

# FAQ Clinics

cont'd

## Does the District know what I am being seen for?

- All services are kept confidential, just like any other medical provider's office.

## What type of provider is onsite?

- Licensed MD, DO or in some cases a Nurse Practitioner

## What are the hours of operation?

- Monday – Friday
- 8am – 12pm & 1pm – 5pm
- Always subject to change to accommodate the needs of the District

# FAQ Clinics

cont'd

## Where will the Clinic be located?

- To be determined

## How do I make an appointment?

- Call 800-993-8224
- Online at [www.careatc.com/patient](http://www.careatc.com/patient)
- App On the CareATC App







QUESTIONS?