



BENEFlex 2023

Winter Newsletter Annual Enrollment Recap December 2022

WHAT DO I NEED TO KNOW?

For 2023, we continue to provide you with quality, affordable benefit plans that meet your needs and those of your family. Here are the highlights:

No Employee Rate Changes for Medical Insurance. We remain committed to providing you with affordable healthcare. In 2023, the District will be covering the entire health plan increase of 3.9% (approximately \$5.5M).

Disability Rates. Disability Rates are increasing by approximately 10%. See new rates at pcsb.org/insurance-rates.

Wellness. If you are enrolled in an Aetna Medical Plan, you can access our Limeade wellness program. Download the LimeadeONE mobile app or visit pcsb.limeade.com to participate in year-round activities, incentives, and nutrition support.

CDHP Plan: New Health Reimbursement Account (HRA) Rollover Maximums. Beginning January 1, 2023, the rollover maximums will be \$1,000 for employees only, \$1,500 for employee/spouse or employee/ child(ren), and \$2,000 for family coverage. As of December 31, 2022, any excess funds over these limits will be forfeited. Please be sure to utilize these for the 2022 plan year.

No Vendor Changes. We are pleased to confirm that no vendor changes are required, as our existing vendors continue to provide good quality, affordable care to you.

Flexible Spending Account Expenses. Unsubstantiated claims will be reflected as taxable income.

EAP and Talkspace. Connect with licensed therapists through our free, confidential EAP service. Available 24/7/365 at 1-800-848-9392 or through the secure Talkspace app.

QUESTIONS?

Call the Benefits Team at 727-588-6197
or visit our website at:
www.pcsb.org/risk-benefits

REMINDER

Need to locate a provider for the medical,
dental, and/or vision plans?

Actions You May Need to Take as of January 1, 2023

Flexible Spending Account (FSA) Notices and Deadlines

If you were enrolled in a Flexible Spending Account or Health Reimbursement Account for 2022, you have until December 31st to use those funds. You may submit receipts for services in 2022 up through March 31, 2023. Flexible Spending Account balances left over will be forfeited and used to offset the expenses of the plan.

Visit our [Flexible Spending webpage](#) for a claim form, a list of eligible expenses, and answers to frequently asked questions.

Also, remember that the Internal Revenue Service requires PayFlex to verify that all expenditures are actual eligible expenses. If you have used your FSA or HRA card and PayFlex requested documentation for the transaction, you must submit the information by the deadline they provided. If documentation is not sent, they may suspend your PayFlex Card and report any unverified amounts as taxable income.

For questions, please contact PayFlex at (888)-678-8242 or go to their website: <https://www.payflex.com/>

Will You Need a New ID Card?

| BENEFIT | CARD INFORMATION | CONTACT |
|---------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| Aetna Health Plans | <p>New members or those who have made a change in their health plan will receive a new ID card.</p> <ul style="list-style-type: none"> Delivery Date: The week of December 19th. <p>If you enrolled in the CDHP + HRA, the PayFlex debit card with the HRA funds (mailed separately) in a plain white envelope.</p> <ul style="list-style-type: none"> HRA Delivery Date: The week of December 31st Supply Chain issues may delay slightly | <p>Aetna Concierge Customer Service (866)-253-0599</p> <p>Monday – Friday 8 AM – 6 PM</p> |
| Dental | <p>Humana Advantage Plus Dental – Only new members will receive a new ID card.</p> <ul style="list-style-type: none"> Delivery Date: The week of December 19th. Met Life Dental – ID cards are not issued. | <p>Humana Advantage Dental Plus (800)-979-4760</p> <p>Met Life Dental (800)-942-0854</p> |
| EyeMed Vision | <p>Only new members will receive a new ID card.</p> <ul style="list-style-type: none"> Delivery Date: The week of December 19th. | <p>EyeMed Vision (866)-942-0854</p> |
| Flexible Spending and Health Reimbursement Account (HRA) for CDHP) | <p>Only new members will receive a new PayFlex FSA card.</p> <ul style="list-style-type: none"> Delivery Date: the week of December 31st. Supply Chain issues may delay slightly Cards will arrive in a plain white window envelope. | <p>PayFlex (888)-678-8242</p> <p>Monday – Friday 8 AM – 6 PM</p> |



**Healthcare
Bluebook™**

Go Green to Get Green! When you are enrolled in a PCS Aetna medical plan you and your enrolled dependents can access the Healthcare Bluebook. This free online and mobile resource makes it easy to shop for affordable high-quality health care—from diagnostics and imaging to

outpatient surgery—at a fair price. Go to pcsb.org/healthcarebluebook or download the free Healthcare Bluebook mobile app and start shopping for a Fair Price provider while you are with your doctor.

You can look up a Fair price, compare provider prices, and find the best value in your area. Click the “Go Green to Get Green” banner and you will earn from \$25 to \$200 in rewards (on select procedures) when you choose a Fair Price provider. To be eligible for the reward, you must log in to Healthcare Bluebook and search for your procedure, test, or service prior to visiting a Fair Price provider.



TELADOC®

Teladoc is Aetna's telemedicine provider for both medical and behavioral health benefits. Teladoc provides access 24 hours a day, 7 days a week to a U.S. board-certified

doctor by phone, video, or mobile app visits. Visit www.teladoc.com/aetna and click “set up account” or, download the mobile app available in your phone's app store, or call 855-835-2362 for additional information.

Resources for Living®

The Employee Assistance Program (EAP) provides short-term problem resolution to help you deal with life challenges, including emotional well-being support, daily life assistance, Online resources, legal services, financial services, and more! Resources for Living (RFL) is an employer-sponsored program, available at no cost to you, family members living in your household, and dependent children up to age 26, no matter where they live. Services are confidential and available 24 hours a day, seven days a week. You are eligible for up to eight counseling sessions per issue. You can call 24 hours a day for in-the-moment emotional well-being support. Counseling sessions are available face to face or online with televideo. Services are free and confidential.

To access EAP services, call 1-800-848-9392 or visit resourcesforliving.com (username: pcs, password: eap)

AETNA ASSISTANCE DURING WINTER BREAK

If you need assistance with Aetna during the winter break (excluding holidays), contact Aetna's Concierge at (866)-253-0599. They have access to Aetna's systems and resources and are committed to helping you get the care you need.

You may also call the on-site health insurance representatives.

Janet Lang, Claims Advisor, (727)-588-6367

Jessica O'Connell, RN, Health & Wellness Specialist,
(727)-588-6134

IS YOUR INFORMATION UP TO DATE?

Having the wrong personal information on file can delay correspondence from our insurance carriers, or cause problems with claims. If you have moved, changed your phone number, or recently married and changed your last name, you will need to update your personal HR record with Pinellas County Schools:

Login to PCS portal using your PCS Network user ID and password:

- Go to Employee Self Service
- Click on the link for “Personal”
- Click on “Edit/Update”

If you have a marital status/name change:

- Click on PCSB Form 31909
- Print, fill out and return the completed form to Human Resources

WHO TO CALL FOR BENEFITS HELP

| PLANS AND PROVIDERS | TELEPHONE | WEBSITE |
|-----------------------------------------------------------------|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| RISK MANAGEMENT AND INSURANCE | | |
| Main Number | 727-588-6195 (Fax) 727-588-6182 | www.pcsb.org/risk-benefits |
| Insurance Benefits and Deductions | 727-588-6197 | www.pcsb.org/risk-benefits |
| Retirement (Insurance Benefits/DROP) | 727-588-6214 | www.pcsb.org/retirement www.myfrs.com |
| Retirement Savings Program | 727-588-6141 | http://www.tsacg.com/individual/plan-sponsor/florida/pinellas-county-schools/ |
| Wellness for Employees | 727-588-6031 | www.pcsb.org/wellness |
| Workers' Compensation | 727-588-6196 | www.pcsb.org/risk-benefits |
| ONSITE REPRESENTATIVES | | |
| Aetna (Claims Advisor) | 727-588-6367 | www.pcsb.org/healthinsurance |
| Aetna (Wellness) | 727-588-6134 | www.pcsb.org/wellness |
| Standard Insurance Company (Disability Claims) | 727-588-6197 | www.pscb.org/disability |
| INSURANCE CARRIERS | | |
| Aetna Concierge Customer Service | 866-253-0599 | www.aetnapcsb.com |
| EyeMed Vision (#9856857) | 866-299-1358 | www.eyemedvisioncare.com |
| Healthcare Bluebook | 888-316-1824 | www.pcsb.org/healthcarebluebook |
| Humana Advantage Dental (#548085) | 800-979-4760 | www.myhumana.com |
| MetLife Dental (#G95682) | 800-942-0854 | www.metlife.com/dental |
| MetLife Voluntary Benefits | 800-438-6388 | www.metlife.com/mybenefits |
| PayFlex (FSA / HRA) | 888-678-8242 | www.mypayflex.com |
| Resources for Living (RFL) Employee Assistance Program (EAP) | 800-848-9392 | www.resourcesforliving.com username: pcsb; password: eap |
| Standard Insurance Company (Life, AD&D, Disability Claims) | 800-325-5757 Christine D'Angelo | www.standard.com Christine.D'Angelo@standard.com |
| Teladoc | 855-835-2362 | www.teladoc.com/aetna |
| NON-PCS PROGRAMS | | |
| Florida Retirement System (FRS) | 866-446-9377 | www.myfrs.com |
| Florida KidCare | 888-540-5437 | www.floridakidcare.org |
| Federal Health Insurance Marketplace | 800-318-2596 | www.healthcare.gov |



9/2022



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