

The logo for BENEFlex, with the word "BENEFlex" in a bold, black, sans-serif font.

2020



Winter Newsletter  
Annual Enrollment Recap  
December 2019



## 2020 Benefit News

### **Disability: New insurance Carrier - Standard Insurance Company (The Standard)**

If you need to file a claim after January 1, 2020, contact Linda Bretherton at [pcs.brethertonl@pcsb.org](mailto:pcs.brethertonl@pcsb.org) or 727-588-6444.

**Medical: Rx Changes:** The new Maintenance Choice Program allows you to pay two co-pays for a 90-day supply of maintenance medications. However, you **must** fill your maintenance prescriptions through CVS Caremark mail order delivery or at a CVS Pharmacy retail location.

You will need to ask your doctor to write a 90-day prescription for your maintenance medications. For additional information visit [www.pcsb.org/Pharmacy Benefit](http://www.pcsb.org/Pharmacy Benefit).

**Diabetic Members:** The meter and supplies on the Aetna formulary for 2020 is the Accu-Chek Guide. If you currently are utilizing a meter and/or diabetic supplies that are not included on the formulary, you may be charged more at the pharmacy. We recommend you discuss any possible changes with your physician. If you plan to change meters or supplies to one on the preferred formulary, you will need a new script for supplies. To request a free Accu-Chek meter please contact Aetna at 1-844-286-2174 to order one.

## Actions You May Need to Take as of January 1, 2020

### **Flexible Spending Account Notices and Deadlines**

If you were enrolled in an FSA or HRA for 2019, you have until December 31<sup>st</sup> to use those funds. You may submit receipts for services in 2019 up through March 31, 2020. 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 isn't 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/>

**Pharmacy Benefits**

The new **Maintenance Choice Program** is effective January 1, 2020. If you currently have maintenance drug prescriptions, you will receive a letter from Aetna.

**Save on Maintenance Medications!**

Please read this carefully to make sure you are not paying more for maintenance drugs than you need to! The new Maintenance Choice Program is required if you want to save by paying two co-pays instead of three for a 90-day prescription.

View **Aetna’s Premier Plus Open Formulary** to determine if your prescription has changed tiers.

- Generic - \$20 copay
- Preferred Brand - \$50 copay
- Non-preferred Brand - \$90 copay, after \$250 deductible
- Specialty - \$120 copay, after \$250 deductible

**Maintenance Choice Program Transition Period**

The new Maintenance Choice Program is effective January 1, 2020. If you currently have maintenance drug prescriptions, you will receive a letter from Aetna

A transition period is available for members who are currently filling maintenance prescriptions with a 30-day supply and for members who are filling 90-day maintenance drugs at non-CVS pharmacies.

Each prescription you fill will have a transition period. You will be able to obtain your maintenance drug at any pharmacy in the network for a 30-day supply (not 90 days) up to two retail fills per maintenance drug.

**Maintenance Choice Program Frequently Asked Questions (FAQ) Available on District Website.**

You may visit [www.pcsb.org/Pharmacy](http://www.pcsb.org/Pharmacy) for answers to frequently asked questions and additional information on Aetna’s formulary, the CVS Caremark mail-order option, and available retail pharmacy discount programs.

Reminder

- Need to [Locate a Provider](#) for the Medical, Dental and/or Vision plans?

**Which Plans Will Send New Cards?**

BENEFIT	CARD INFORMATION	CONTACT
<b>Aetna Health Plans</b>	New members or those who have made a change in their health plan will receive a new ID card. <ul style="list-style-type: none"> <li>• Delivery date: the week of December 16<sup>th</sup>. If you enrolled in the CDHP + HRA, the Payflex debit card with the HRA funds (mailed separately) in a plain white envelope.</li> <li>• HRA Delivery date: week of December 25<sup>th</sup>.</li> </ul>	Aetna Concierge Customer Service 866-253-0599  Monday – Friday 8 AM – 6 PM
<b>Dental</b>	Humana Advantage Plus Dental – only new members will receive a new ID card. <ul style="list-style-type: none"> <li>• Delivery date: the week of December 16<sup>th</sup></li> <li>• Met Life Dental – ID cards are not issued.</li> </ul>	Humana Advantage Dental Plus 800-979-4760  Met Life Dental 800-942-0854
<b>Eye Med Vision</b>	Only new members will receive a new ID card. <ul style="list-style-type: none"> <li>• Delivery date: the week of December 16<sup>th</sup></li> </ul>	Eye Med Vision 866-299-1358
<b>Flexible Spending and Health Reimbursement Acct. (HRA) for CDHP</b>	Only new members will receive a new Payflex FSA card. <ul style="list-style-type: none"> <li>• Delivery date: the week of December 23<sup>rd</sup></li> <li>• <b><u>Cards will arrive in a plain white window envelope.</u></b></li> </ul>	Aetna Concierge Customer Service 866-253-0599  Monday – Friday 8 AM – 6 PM



Healthcare Bluebook.

Save yourself money throughout 2020

Go Green to Get Green!

If you are enrolled in a PCS Aetna medical plan you have access to the Healthcare Bluebook. This free online and mobile resource makes it easy to shop for high quality health care—from diagnostics and imaging to outpatient Surgery—at a fair price, rewards are: \$25 \$50 \$75 \$100 \$200

Download the free Healthcare Bluebook mobile app and start shopping for prices and locations while you are with your doctor. Together you decide which location fits your budget and your medical care needs.

In order to receive an award after a medical procedure, you must log in and search for the procedure in advance.

**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 [PCSB Form 31909](#)  
Print, fill out and return the completed form to Human Resources

**Aetna Assistance during Winter Break**

If you need assistance with Aetna during the winter break, 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.

In addition to the Aetna's Concierge Member Service line, the district will continue to have on-site representatives dedicated to assist our employees and family members.

You may also call the on-site health insurance representatives at the numbers below:

Janet Lang, Claims Advisor,  
Gina DeOrsey, RN, Patient Advocate,  
Jessica O'Connell, RN, Health & Wellness Specialist

## Contact Information

### Onsite Representatives

Aetna (Claims Advisor)	727-588-6367
Aetna (Medical—Patient Advocate)	727-588-6137
Aetna (Health & Wellness Advocate)	727-588-6134
Standard Insurance Company (Disability Claims)	727-588-6444

### Risk Management and Insurance

Main Number	727-588-6195 • (Fax) 727-588-6182
Insurance Benefits and Deductions—Employee	727-588-6197
Retirement (Insurance Benefits, DROP)	727-588-6214
Tax-Deferred Accounts	727-588-6141
Wellness	727-588-6031
Workers' Compensation	727-588-6196

### Insurance Carriers

Aetna Concierge Customer Service	866-253-0599
• Member Services	<a href="http://www.aetnapcsb.com">www.aetnapcsb.com</a>
• Aetna Mail Order Pharmacy	
• Aetna PayFlex FSA Administration	
EyeMed Vision Care	866-299-1358 <a href="http://eyemed.com">eyemed.com</a>
Healthcare Bluebook	888-316-1824 <a href="http://pcsb.org/healthcarebluebook">pcsb.org/healthcarebluebook</a>
Humana Advantage Dental (548085)	800-979-4760 <a href="http://www.MyHumana.com">www.MyHumana.com</a>
MetLife® Dental Plan—PDP (G95682)	800-942-0854 <a href="http://metlife.com/dental">metlife.com/dental</a>
MetLife® Voluntary Benefits (HIP, Auto, Legal, Pet Insurance, etc.)	800-438-6388 <a href="http://metlife.com/mybenefits">metlife.com/mybenefits</a>
Resources for Living (RFL)	800-848-9392
Employee Assistance Program (EAP)	<a href="http://resourcesforliving.com">resourcesforliving.com</a> • username: pcsb; password: eap
Standard Insurance Company (Life, AD&D, Disability Claims) Christine D'Angelo	800-325-5757 <a href="mailto:Christine.D'Angelo@standard.com">Christine.D'Angelo@standard.com</a>
Teladoc	855-835-2362 <a href="http://teladoc.com/aetna">teladoc.com/aetna</a>

### Non-PCS Programs

Florida KidCare	800-821-5437 <a href="http://floridakidcare.org">floridakidcare.org</a>
Federal Health Insurance Marketplace	800-318-2596 <a href="http://healthcare.gov">healthcare.gov</a>

This guide describes Pinellas County Schools employee benefit programs that will be effective for the plan year beginning January 1, 2020. This is only a summary of the benefit programs. Additional restrictions and/or limitations not included in this guide may apply. In the event of a conflict between this guide and the plan documents, the plan documents will control.

**BENEFlex** 2020

