

Health Plan design changes

Select Open Access, Choice Point of Service (POS), Consumer Directed Health Plan (CDHP)

Increased Out-of-Pocket Maximum for all Plans

- Individual: From \$4,500 to \$5,000
- Family: From \$9,000 to \$10,000

Increased Pharmacy Out-of-Pocket Maximum

- Individual From \$1,750 to \$2,000
- Family: From \$3,500 to \$4,000

CDHP Plan

Health Reimbursement Account Allowance

\$500	Individual Plan (Same)
\$750	Employee and Child (New)
\$750	Employee and Spouse (New)
\$1,000	Family Plan (Same)

Select Open Access

Office Visit Copay Increase \$35, up from \$25

Specialist Visit Copay Increase \$60, up from \$50

Home Health New Copay \$25 per day

Prescription Drug Change—New Prescription Drug Formulary

Effective January 1, 2021, the new Aetna Standard Formulary will include most generics and brands and exclude high-cost brand drugs in favor of more cost-effective alternatives. Members who currently take prescription drugs will receive information prior to and after January 1, 2021 explaining how their medications are impacted by the new formulary.

Rx Co-pay Changes, Select Open Access, Choice POS, CDHP

Lower generic drug co-pay: \$15 (was \$20)

Higher brand-name drug co-pay: \$60 (was \$50)

Aetna Assistance during Winter Break

If you need assistance with Aetna during the winter break, contact Aetna's Concierge
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 (not available Christmas and New Year's Day).

Janet Lang, Claims Advisor, 727-588-6367
Gina DeOrsey, RN, Patient Advocate, 727-588-6137
Jessica O'Connell, RN, Health & Wellness Specialist. 727-588-6134

Actions You May Need to Take as of January 1, 2021

1. Flexible Spending Account Notices and Deadlines

If you were enrolled in an FSA or HRA for 2020, you have until December 31st to use those funds. You may submit receipts for services in 2020 up through March 31, 2021. 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/>

2. Reminder

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

3. Will you need a new ID card?

BENEFIT	CARD INFORMATION	CONTACT
Aetna Health Plans	<p>Newly enrolled members, those who selected the new Basic Essential Plan or those who 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 Dec. 14th. <p>Select Open Access enrollees will receive a new card with updated copay information.</p> <p>If you enrolled in the CDHP + HRA, the Payflex debit card with the HRA funds will be mailed separately.</p> <ul style="list-style-type: none"> • Cards will arrive <u>in a plain white envelope.</u> • HRA Delivery date: week of Dec. 25th <p>Check your expiration date if you reenrolled.</p>	<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> <p>Delivery date: the week of Dec. 14th</p> <p>Met Life Dental – ID cards are not issued.</p>	<p>Humana Advantage Dental Plus 800-979-4760</p> <p>Met Life Dental 800-942-0854</p>
Eye Med Vision	<p>Only new members will receive a new ID card.</p> <ul style="list-style-type: none"> • Delivery date: the week of Dec. 16th 	<p>Eye Med Vision 866-299-1358</p>
Flexible Spending Accounts CDHP	<p>Only new members will receive a new Payflex FSA card.</p> <ul style="list-style-type: none"> • Delivery date: the week of Dec. 23rd • <u>Cards will arrive in a plain white window envelope.</u> <p>Check your expiration date if you reenrolled.</p>	<p>Aetna Concierge Customer Service 866-253-0599</p> <p>Monday – Friday 8 AM – 6 PM</p>



Healthcare Bluebook.

Save yourself money throughout 2021

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.



TELADOC™

The quality care you need with the convenience you want.
Speak to a licensed doctor by web, phone or mobile app in minutes.

			
10 Min median doctor response time	24/7 anytime, anywhere	92% issues resolved after first visit	95% member satisfaction

With Teladoc, you pay less than a visit to urgent care:
\$25 Copay – Select Open Access, Choice POS and CDHP
\$40 – Basic Essential

Download the free Teladoc app, or visit www.Teladoc.com/aetna

 GET IT ON
 Download on the

Aetna Resources For LivingSM

Employee Assistance Program 800-848-9392

Emotional well-being support



- Stress management
- Work/life balance
- Family Issues
- Grief and loss
- Depression
- Anxiety
- Substance Abuse

✓ **FREE** to you and members of your household, including adult children up to age 26 (whether or not they live at home).

✓ **Up to 8 counseling sessions per incident**

Daily life assistance



- Child care, parenting, adoption
- Summer programs for kids
- Summer & financial aid research
- Care for older adults
- Pet Care
- Home repair & improvement
- Household services

Online resources



Financial services



Legal services



Another COVID-19 Challenge: Dealing with loneliness during the Holiday season.

This year, COVID-19 will likely cause many family members and friends to be apart during the holidays.

That can create loneliness at a time when “joy” is usually on the calendar.

Join this webinar to explore, understand and deal with these circumstances. Come away with ideas to enjoy the holidays, even if you're separated from loved ones.

[Watch on demand](#) / [Transcript](#)

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



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
<ul style="list-style-type: none"> • Member Services • Aetna Mail Order Pharmacy • Aetna PayFlex FSA Administration 	www.aetnapcsb.com
EyeMed Vision Care	866-299-1358 eyemed.com
Healthcare Bluebook	888-316-1824 pcsb.org/healthcarebluebook
Humana Advantage Dental (548085)	800-979-4760 www.MyHumana.com
MetLife® Dental Plan—PDP (G95682)	800-942-0854 metlife.com/dental
MetLife® Voluntary Benefits (HIP, Auto, Legal, Pet Insurance, etc.)	800-438-6388 metlife.com/mybenefits
Resources for Living (RFL)	800-848-9392
Employee Assistance Program (EAP)	resourcesforliving.com • username: pcsb; password: eap
Standard Insurance Company (Life, AD&D, Disability Claims) Christine D'Angelo	800-325-5757 Christine.D'Angelo@standard.com
Teladoc	855-835-2362 teladoc.com/aetna

Non-PCS Programs

Florida KidCare	800-821-5437 floridakidcare.org
Federal Health Insurance Marketplace	800-318-2596 healthcare.gov

This guide describes Pinellas County Schools employee benefit programs that will be effective for the plan year beginning January 1, 2021. 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.