



BENEFlex 2022

Winter Newsletter Annual Enrollment Recap December 2021

WHAT DO I NEED TO KNOW?

For 2022, 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. We remain committed to providing you with affordable healthcare. In 2022, the District will be covering the entire health plan increase of 7.3% (approximately \$10M).

New PrudentRx Specialty Program. This new program covers select specialty medications dispensed at CVS Specialty Pharmacy at \$0 cost. Enroll in PrudentRx to save. If not enrolled, 30% coinsurance applies. Some medication exclusions do apply. PrudentRx will reach out to members with prescriptions covered under this new benefit program.

Wellness. If you're 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 employee only, \$1,500 for employee/spouse or employee/child(ren), and \$2,000 for family coverage. As of December 31, 2022, any excess funds will be forfeited, so make sure you 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.

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, 2022

Flexible Spending Account (FSA) Notices and Deadlines

If you were enrolled in a Flexible Spending Account or Health Reimbursement Account for 2021, you have until December 31st to use those funds. You may submit receipts for services in 2021 up through March 31, 2022. 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 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/>

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 20th. <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: week of December 20th. 	<p>Aetna Concierge Customer Service 866-253-0599 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 20th • Met Life Dental – ID cards are not issued. 	<p>Humana Advantage Dental Plus 800-979-4760 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 20th 	<p>Eye Med Vision 866-299-1358</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 20th • Cards will arrive in a plain white window envelope. 	<p>Aetna Concierge Customer Service 866-253-0599 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’ll 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, 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

Gina DeOrsey, RN, Patient Advocate, 727-588-6137

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
Tax-Deferred Accounts	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 (Medical Patient Advocate)	727-588-6137	www.pcsb.org/healthinsurance
Aetna (Wellness)	727-588-6134	www.pcsb.org/wellness
Standard Insurance Company (Disability Claims)	727-588-6444	www.pscb.org/disability
INSURANCE CARRIERS		
Aetna Concierge Customer Service	866-253-0599	www.aetnapcsb.com
EyeMed Vision	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
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	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

QUESTIONS?

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