



What are the changes for 2019?

Aetna will be the new medical carrier beginning January 1st. If you did not login to the annual enrollment website, your medical coverage has defaulted to:

Humana Plan	Aetna Plan	Network
HMO Staff	Select Open Access	Aetna Select (Open Access)
Humana NPOS	Choice POS II	Aetna Choice Point of Service II (POS)
Humana CDHP	CDHP (with HRA)	Aetna Select (Open Access)

- National Networks for all three plans
- No Primary Care Physician (PCP) required
- No referrals to specialists required

ID cards: You will receive one ID card or two ID cards per family if you and your spouse are enrolled in a plan. If you need additional cards, you can request cards from Aetna's Concierge Customer Service at 866-253-0599, access ID cards on the Aetna Mobile app, or print cards after you register with Aetna Member website.


- Your health insurance ID and Payflex cards will arrive in a plain white window envelope.
- CDHP+HRA members, will receive 2 separate cards-- a member ID card and a **PayFlex Card®**, debit card
- Unused CDHP PCA funds will roll over to Aetna Healthcare Reimbursement Account (HRA) **in mid-March 2019**
- If you changed plans from the CDHP to another plan, the PCA funds are forfeited

Which Plans Will Send New Cards?

BENEFIT	CARD INFORMATION	CONTACT
Aetna Health Plans	<p>All members will receive a new ID card.</p> <ul style="list-style-type: none"> • Delivery date: the week of December 17th. <p>If you are enrolled in the CDHP + HRA, your Payflex debit card with the HRA funds (mailed separately).</p> <ul style="list-style-type: none"> • HRA Delivery date: week of December 24th. 	<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 17th <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 December 17th 	<p>Eye Med Vision 866-299-1358</p>
Flexible Spending and Health Reimbursement Acct. (HRA) for CDHP	<p>All members will receive a new Payflex FSA card.</p> <ul style="list-style-type: none"> • Delivery date: the week of December 24th • Cards will arrive in a plain white window envelope. 	<p>Aetna Concierge Customer Service 866-253-0599</p> <p>Monday – Friday 8 AM – 6 PM</p>

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

Actions You May Need to Take as of Jan. 1, 2019

<p><u>Medical Plan</u></p> <ul style="list-style-type: none"> • If you enrolled in an Aetna medical plan, you should verify your doctor is in the network. • Notify your doctor's office that Aetna is your new insurance carrier. • Be sure to bring your ID card for your first visit. • You do not need a referral to see a specialist on any of the three plans. 	<p><u>Transition of Care</u></p> <p>Examples of transition of care treatment include, but are not limited to, pregnancies beyond 20 weeks, cancer therapy, post-operative periods, dialysis, home health therapy, and durable medical equipment services.</p> <ul style="list-style-type: none"> • If you and/or a covered dependent are currently undergoing an active course of medical treatment, please contact Aetna Concierge at 866-253-0599 to discuss transition of care issues. • A request for a Transition of Care form can be found at: Transition of Care Coverage Request Form
<p><u>Pharmacy</u></p> <ul style="list-style-type: none"> • Notify your pharmacy that Aetna is your new insurance carrier and present your new ID card. • View Aetna's Premier Plus Open Formulary to determine your prescription costs. <ul style="list-style-type: none"> • Generic - \$20 copay • Preferred Brand - \$50 copay • Non-preferred Brand - \$90 copay, after Rx \$250 deductible • Specialty - \$120 copay, after \$250 deductible • Pre-certification/step therapy waived for REFILL prescriptions received during the first 90 days of coverage (not available for all medications, such as controlled substances and specialty medications). • <u>Separate out of pocket maximum for prescriptions</u> Medical out of pocket maximum \$4,500 individual/\$9,000 family Prescription out of pocket maximum \$1,750/individual/\$3,500 family 	<p><u>Humana Go365 & Aetna Health Promise</u></p> <ul style="list-style-type: none"> • Aetna Health Promise will replace Humana's Go365 • Humana's Go365 will end December 31, 2018 <p>Go365 Reminders:</p> <ul style="list-style-type: none"> • All Bucks must be redeemed by 12-31-18 or they will be lost. • Any status earned September 1 through the end of this calendar year will not apply to the 2020 plan year. However, you can redeem bucks through December 31, 2018 <p>Aetna Health Promise will offer:</p> <ul style="list-style-type: none"> *Free Biometric Screenings *Health Assessment *Health Journeys *Get Active Challenges *On-Line Coaching and more....  <p>Wellness programs at each school site, transportation and centers will still continue. For additional information go to: PCSB - Wellness</p>
<p><u>2018 Expenses: Don't Miss Humana's FSA Claims Submission Deadline!</u></p> <p>If you're currently enrolled in a 2018 Healthcare or Dependent Care Flexible Spending Account (FSA), you must submit your claims to Humana for eligible expenses incurred and paid through December 31, 2018. Also, Humana <i>must</i> receive your completed claim forms no later than March 31, 2019. It is important not to wait until the last few days before the deadline, in the event that your claim form is not accurate or is missing information or receipts. Due to IRS rules, Humana cannot give you additional time after the deadline.</p> <p><u>2018 FSA Card & Personal Care Allowance Card – Inactivated</u></p> <p>Due to Humana changing platforms, your Humana CDHP Personal Care Allowance card (PCA) and/or your medical Flexible Spending Acct. will be frozen beginning December 25th. You will have to pay out of pocket for eligible medical expenses and request reimbursement through a manual claim form for any expenses incurred after December 24. See answers to Frequently Asked Questions.</p> <p><u>2019 Aetna new Flexible Spending Acct. Administrator</u></p> <p>Effective Jan. 1, Aetna will administer the Healthcare and Dependent Care FSA. Enrolled employees will receive a new Payflex Card. Make sure you provide your physician's office and pharmacy with your new debit card.</p>	

Save yourself money throughout 2019 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. **NEW FOR 2019: More Procedures & Higher Rewards \$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.](#)

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.

We are pleased to announce that our current health insurance representatives, Janet Lang, Claims Advisor, Gina DeOrsey, RN, Patient Advocate and Jessica O'Connell, RN, Health & Wellness Specialist, will remain on the PCS Account. They have all accepted new positions with Aetna and will be available at PCS administration building after orientation and training.

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

WHO TO CALL FOR BENEFITS HELP

Insurance Carriers

Aetna Concierge Customer Service <ul style="list-style-type: none">• Member Services• Pharmacy• Aetna PayFlex FSA Administration	866-253-0599	www.aetnapcsb.com
EyeMed Vision	866-299-1358	www.eyemedvisioncare.com
Health Advocate Employee Assistance Program (EAP)	877-240-6863	www.healthadvocate.com
Healthcare Bluebook	888-316-1824	www.pcsb.org/healthcarebluebook
Humana Advantage Dental • (548085)	800-979-4760	www.MyHumana.com
MetLife® Dental • PDP (G95682)	800-942-0854	www.metlife.com/dental
MetLife® Voluntary Benefits (HIP, Auto, Legal, Pet Insurance, etc.)	800-438-6388	www.metlife.com/mybenefits
Teladoc	855-835-2362	teladoc.com/aetna
Humana Go365	877-684-2404	