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## *Policies and Benefits*

# **Update: HealthSelect transitions to BlueCross/BlueShield September 1**

**E**ffective September 1, BlueCross and BlueShield of Texas (BCBSTX) will serve as the HealthSelect plan administrator for a term of six-years. HealthSelect insurance plans cover more than 400,000 participants, including employees and retirees of state of Texas agencies and certain higher education institutions, and their dependents.

Until BCBSTX becomes the new third-party administrator (TPA) on September 1, UnitedHealthcare will continue to serve as the HealthSelect and Consumer Directed HealthSelect TPA. Referrals and prior authorizations issued by UnitedHealthcare before September 1, 2017, will be transferred to BCBSTX. If the provider is still in the HealthSelect network, referrals and prior authorizations will be honored through the original expiration date. For specialists who will no longer be in the network, referrals and prior authorizations will be honored for 90 days after September 1 or until the exhaustion of the referral, whichever occurs first. After September 1, 2017, all new referrals and prior authorizations must be reissued by BCBSTX. Employees whose current doctors are not in the network will be notified by email and letter, and given instructions on how to



nominate a provider for inclusion in the network, along with directions on how to find a new, in-network provider.

General information and answers to questions about the transition are available at either the new BCBSTX HealthSelect transition website ([www.bcbstx.com/hs](http://www.bcbstx.com/hs)), or the BCBSTX call center where a Personal Health Assistant can answer questions and provide information, either by phone or live online chat. To speak with a Personal Health Assistant, call 800-252-8039 toll-free Monday through Friday from 7 a.m. to 7 p.m., or on Saturday from 7 a.m. to 3 p.m. Personal Health Assistants are also available to chat online Monday through Friday from 8 a.m. to 5 p.m.

BCBSTX Personal Health Assistants are trained to help you make the best use of your health insurance benefits by providing accurate, timely and useful information. Your Personal Health Assistant can tell you whether a particular doctor, hospital or other provider is in the HealthSelect network, provide an estimate of costs for health care services or procedures before going to the doctor, and tell you whether you need a referral or prior authorization to see a health care provider. They can also help you with the status of your referrals and prior authorizations, and can even make appointments for you.

If you've received a diagnosis or are managing a medical condition, your Personal Health Assistant can connect you with a nurse who can help you or provide information about programs and tools available under your health plan, including disease management, wellness, and weight loss programs.

With HealthSelect of Texas and Consumer Directed HealthSelect, you have access to the large network of health care providers in Texas. You can search for an in-network provider by name, location, or by type of procedure or condition, and you can also find network hospitals, urgent care providers, laboratories and other health care facilities.

*Continued on page 2*

*Continued from page 1*

Prior to the transition, regular updates will be posted on the HealthSelect TPA Transition page of the ERS website.

If your current doctor, hospital, or other provider isn't in the network, you can continue to see them as a non-network provider, but you will pay more. Also, going to a non-network provider means you will pay higher out-of-pocket costs, including an out-of-network deductible.

It's important to note that, even if your hospital is in the HealthSelect network, the doctors, anesthesiologists, radiologists and other providers who practice at the hospital may not be. You can use the Find a Provider feature on the BCBSTX transition website to view a list of hospitals, doctors and other health care providers currently in the

HealthSelect network. Employees may also contact their personal provider to see if they are already members or are planning to participate in the network.

Other benefits associated with the HealthSelect health plan include a mental health program which can help with an emotional problem, provide counseling for an ongoing situation, or support you through a difficult health challenge, and holistic health management to help provide the right mix of tools, resources and programs to meet your every health and wellness need.

For more information, visit the HealthSelect transition webpage. ●