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Hello,

As many of you are aware, employees in the counties of **Brazoria, Fort Bend, Galveston, Harris, and Montgomery** will be required to select a primary care physician if they are enrolling in ActiveCare 1 HD. The name of the network the five counties will be utilizing, and what will be on their ID card, is the **Lone Star Network**.

We want you to know we anticipate this change to be smooth and seamless. We are committed to providing you with as much knowledge as we can, so let's go through what affected employees will see.

This change should not impede an employee's walk-through. Aetna provided us with information which allowed us to pre-populate the appropriate field with the code for the employee's current provider, or a provider closest to them. So, most employees already have it filled out!

Here's a breakdown of who this affects, and how:

- Employees currently enrolled in ActiveCare 1 HD and **do not** reside in the affected counties:
 - Will see the regular ActiveCare1 HD Plan
 - No PCP Requirement
- Employees currently enrolled in ActiveCare 1 HD and **do** reside in the affected counties:
 - Will see the new ActiveCare 1 HD PCP Plan

- Will be required to enter the 7-digit provider PIN. However, Aetna has provided a PIN that will be pre-loaded for the employee and current members.
- New Members will be required to provide a PIN to continue in their enrollment
- Employees **not** currently enrolled in ActiveCare 1 HD and **do not** reside in the affected counties:
 - Will see the regular ActiveCare1 HD Plan
 - No PCP Requirement
- Employees **not** currently enrolled in ActiveCare 1 HD and **do** reside in the affected counties:
 - Will see the new ActiveCare 1 HD PCP Plan
 - Will be required to enter the 7-digit provider PIN if they select the ActiveCare 1HD PCP Plan. However, Aetna has provided a PIN that will be pre-loaded for the employee and current members, regardless of their currently enrolled plan option.
 - Employees newly enrolling this year and selecting the ActiveCare 1 HD PCP Plan will be required to provide a PIN to continue in their enrollment

Employees will have to enter a PCP code for each member covered in their ActiveCare 1 HD plan. At the bottom of the election page, there will be a link that reads 'click here to select your Primary Care Clinic.' Please note, though the link says 'clinic,' it is the same as selecting a physician code.

If employees are not sure of their PCP code, no worries! We have a document to help, titled 'PCP Selection,' which will be linked on the page where employees enter in their PCP code. It is also linked below and conveniently available in your client website. The document contains a link to a search tool we have created for you, which allows employees to look up their TRS provider by PIN. Think of it as a reverse lookup, so employees will be able to double-check their pre-populated code as well. The document also has a link to Aetna's website, where they can search for a primary care physician by zip code. If an employee wants to change their primary care physician after enrollment, it's easy. All they have to do is go to Aetna's website or use the Navigator App. The link is in the provided document as well. We've put everything in one place for you, so you don't have to go searching.

One last point we want to deliver is this requirement is based on an employee's residential

address, not the company's address. So this could technically affects districts not located in those counties, but it would only do so if there's a remote employee working from one of the affected counties, or a similar situation. We have all employees in mind and have added this plan option in all groups so admins are covered in all possible situations - we have you covered.

We hope this helps answer any questions you may have had, but as always please feel free to reach out to your Account Representative with any further questions or concerns. We are always here to help!



[Click here](#) to view our PCP Selection document



Amy Newton, TRS Liaison

Thank you very much for using **THEbenefitsHUB**; we could not ask for better clients. Please do not hesitate to contact me or your **allsynx** Account Representative if you have any questions or concerns. We are always here to help, and you can also contact me at trsescalations@thebenefitshub.com.

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