Employee Retirement System of Texas (ERS)

HealthSelectSM of Texas & Consumer Directed HealthSelectSM
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As of 8/16/17
ERS Background

The Employees Retirement System of Texas (ERS) is a state agency established in 1947 to provide retirement and other benefit programs for state employees, retirees, as well as, dependents (approximately 550,000 plus participants). Blue Cross and Blue Shield of Texas (BCBSTX) was awarded the 6-year contract for the ERS account that will be effective **Sept. 1, 2017**.
Important ERS Terms to Know

**Participant** = The State of Texas calls their employees or retirees eligible for benefits through ERS *participants* (Note - they are not referred to as members)

**IN-Area** = In the state of Texas

**Out-of-State** = Outside of the state of Texas

**Point of Service (POS)** = HealthSelect of Texas In-Area is a custom POS plan. Maximum benefits are obtained when care is provided or initiated by a primary care physician; however, out-of-network benefits are available.

**Prior Authorization** = Preauthorization

As of 8/16/17
HealthSelect Network Overview

- **IN-Area ERS Participants** will access the Blue Essentials network for Covered Services. HealthSelect is a custom POS benefit plan that accesses the Blue Essentials network.

- **HealthSelect of Texas** and **Consumer Directed HealthSelect** are the product designs offered to ERS participants.

ERS will offer the following design plans to participants:

- HealthSelect of Texas and Consumer Directed HealthSelect IN-Area
- HealthSelect of Texas and Consumer Directed HealthSelect Out-of-State
- HealthSelect Secondary 65+

As of 8/16/17
The ERS product designs and the respective networks are described below:

<table>
<thead>
<tr>
<th>Benefit Plan/Product Name</th>
<th>Plan Design</th>
<th>Network Code</th>
<th>Network</th>
<th>Alpha Prefixes</th>
<th>PCP Required</th>
<th>Referral Required</th>
<th>OON Benefits</th>
<th>Network Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>HealthSelectSM of Texas IN-Area</td>
<td>Point of Service</td>
<td>HME</td>
<td>HealthSelect (Blue Essentials)</td>
<td>JEA</td>
<td>Yes (for in-network benefit level)</td>
<td>Yes (for in-network benefit level)</td>
<td>Yes</td>
<td>National</td>
</tr>
<tr>
<td>Consumer Directed HealthSelectSM IN-Area</td>
<td>High Deductible Health Plan</td>
<td>HME</td>
<td>HealthSelect (Blue Essentials)</td>
<td>JNA</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>National</td>
</tr>
<tr>
<td>HealthSelectSM of Texas Out-of-State</td>
<td>PPO</td>
<td>PPO</td>
<td>Blue Card</td>
<td>JXA</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>National</td>
</tr>
<tr>
<td>Consumer Directed HealthSelectSM Out-of-State</td>
<td>PPO</td>
<td>PPO</td>
<td>Blue Card</td>
<td>JVA</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>National</td>
</tr>
<tr>
<td>HealthSelect Secondary 65+</td>
<td>Traditional Indemnity</td>
<td>TRAD</td>
<td>Fair Plan</td>
<td>JYA</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>National</td>
</tr>
</tbody>
</table>

As of 8/16/2017
ERS Prior Authorization Lists

- Providers will utilize a custom prior authorization list created specifically for:
  - HealthSelect of Texas
  - Consumer Directed HealthSelect
  - HealthSelect out-of-state

- The ERS prior authorization lists can be found on the Provider website at bcbstx.com/provider under the Clinical Resources section.

As of 8/16/17
ERS Eligibility and Benefits

The HealthSelect of Texas and Consumer Directed HealthSelect (IN-Area and Out-of-State) and HealthSelect Secondary 65+ benefit designs include benefit changes from their previous administrator, so it's important to check eligibility and benefits prior to rendering services.

Refer to the Eligibility and Benefits section on BCBSTX's provider website for additional information, such as definitions and links to helpful resources.

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ERS Sample ID Cards
ERS HealthSelect of Texas

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HealthSelect of Texas WEBSITE

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ERS Sample ID Cards

ERS Consumer Directed HealthSelect

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ERS Sample ID Cards

ERS Consumer Directed HealthSelect Out-of-State

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As of 8/16/17
ERS Sample ID Cards

ERS HealthSelect Medicare Secondary

FRONT

BlueCross BlueShield

HealthSelect!

Subscriber Name: SAMPLE POLICY HOLDER
Identification Number: JYA 123456789

Dependent Name: SAMPLE DEPENDENT

Group Number: 238000
Coverage Date: 04/01/17

TRAD

NETWORK CODE

SAMPLE

July 27, 2017

BACK

www.healthselectoftexas.com

HealthSelect of Texas
WEBSITE

PLAN IDENTIFIER

This card does not guarantee coverage. To verify benefits, review claims, or find a provider visit www.healthselectoftexas.com or call toll-free (800)252-8039. To pay fees, use providers in the HealthSelect network. Refer to your benefits information for additional details. File claims with your local Blue Cross and Blue Shield Plan.

BlueCross BlueShield of Texas, an independent licensee of the BlueCross BlueShield Association, provides claims administration and claims are self-funded

As of 8/16/17
iExchange & Availity

iExchange
A Web-based application used to submit transaction requests for inpatient admissions and extensions, treatment searches, provider/participant searches, referral authorization and select outpatient services prior authorizations and extensions.

• iExchange BCBSTX Information Page —> bcbstx.com/provider/tools/iexchange_index.html
• iExchange IVR —> 855-896-2701 (Mon – Fri, 8am–5pm CT)
• iExchange Help Desk —> iexchangehelpdesk@bcbstx.com

Availity
Optimizes the flow of information between health care professionals, health plans, and other health care stakeholders through a secure, collaborative internet-based exchange.

• Availity BCBSTX Information Page —> bcbstx.com/provider/claims/edi_availity.html
• Availity’s Phone Number —> 800-Availity (282-4548)
• Availity Portal —> availity.com/

As of 8/16/17
HealthSelect of Texas IN-Area Providers:

- Blue Essentials providers that have been contracted and fully credentialed.

Primary Care Providers (PCPs):

- Responsible for providing routine medical and preventive care to plan participants.
- Responsible for providing referrals to plan participants as needed.

Physician Care Extenders:

- Advanced Nurse Practitioners (ANPs) and Physician Assistants (PAs) can be selected to serve as a PCP for ERS participants.
- ANPs and PAs who serve as a PCP to ERS participants must have a supervising physician that is a PCP who participates in the Blue Essentials network.

Note: PAs and ANPs, please confirm with your provider group whether or not the above guidelines apply to you prior to rendering services.

Specialists:

- HealthSelect Specialists may require a referral; please refer to participants’ benefits to verify.
- Consumer Directed HealthSelect does not require referrals.
Outpatient Clinical Laboratory

HealthSelectSM of Texas and Consumer Directed HealthSelectSM Outpatient Clinical Reference Laboratory Services Provider

**Quest Diagnostics, Inc.** - For locations or questions, contact Quest at 888-277-8772 or visit Quest's website at: [QuestDiagnostics.com/patient](http://questdiagnostics.com/patient)

**Clinical Pathology Laboratory (CPL)** – For locations or questions, contact CPL at 800-595-1275 or visit CPL's website at: [cpllabs.com](http://cpllabs.com)

As of 8/16/17
ERS Third Party Vendors

**Behavioral Health Services**
- Magellan Health

**Specialized Clinical Services**
- eviCore

**Telemedicine**
- Doctors on Demand
- MD Live

**Vision**
- Superior Vision Services

As of 8/16/17
Continuing and Transitioning Care

- HealthSelect participants currently receiving treatment from a physician who is not in the BCBSTX HealthSelect network after September 1, 2017 may be able to continue treatment with that provider temporarily under transition of care.

- To continue care, the participants need to meet certain eligibility guidelines. Participants need to fill out and submit a transition of care form and submit the form by mail or fax to BCBSTX.

- To determine whether the participant qualifies for transition of care, it may be necessary for BCBSTX to request medical information from you the provider.
Continuing and Transitioning Care

- If the participant is approved for transition of care, in-network benefits may be available for up to 90 days after September 1, 2017. Further continuation of care will be reviewed by BCBSTX.

- Medical conditions that may be eligible for transition of care benefits include:
  - Pregnancy in the second and third trimester
  - Long-term treatment of cancer, heart disease or transplants
  - Terminal illness if life expectancy is less than six months

As of 8/16/17
Value-Based Care Programs

• HealthSelect of Texas IN-Area may access a facility designation program called Health Care Centers of Excellence (HCCOE).
• Facilities must meet both quality and cost-efficiency standards.
• The program includes designations in the following areas:
  • Bariatric surgery
  • Knee and hip replacement
  • Maternity care
  • Spine surgery
  • Transplants
• HealthSelect out-of-state participants will utilize the Blue Distinction Centers of Excellence.

As of 8/16/17
Resources Available for Providers

Click on each hyperlink below to access the resource directly:

- Key Contact List
- Network Management Consultants
- Prior Authorization Lists (Listed under Clinical Resources)
- ERS Resource Tools
- Quick Reference Guide
- HealthSelect Provider Finder
- ID Cards

As of 8/16/17
THANK YOU!

QUESTIONS?

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