



## UT CONNECT: 2020-2021 Health Benefit Frequently Asked Questions for Current Members

### 1. Are there differences with UT CONNECT for 2020-2021?

Yes, there are some changes with UT CONNECT for the 2020-2021 plan year.

Plan enhancements and changes include:

- An increase in out-of-pocket maximums for UT CONNECT to \$8,150/person and \$16,300/family.
- Texas Health Resources urgent care locations will be opening in DFW throughout the year starting this fall and are available at a \$30 copay instead of the \$35 copay at non-THR urgent care.
- Ovia Health App provides maternity and family support throughout your entire parenthood journey.
- Seasons of Life Benefit is a new BCBSTX outreach program that provides personalized claims resolution assistance to members and their families who are dealing with the death of a loved one.
- Increase in the annual maximum for physical therapy and occupational therapy visits to 30 per condition – previously 20 visits per year maximum.

### 2. Can I call and/or email the CONNECT team for help?

Yes. Members can call 1-888-399-8889 or email [CONNECTteam@southwesternhealth.org](mailto:CONNECTteam@southwesternhealth.org). The CONNECT team number and email address are on the back of the UT CONNECT member ID cards.

The CONNECT Team is your personal healthcare team that includes navigators and a nurse, to help with referrals, connecting with specialists, providing answers to questions about UT CONNECT coverage, and more. If there's a medical question, the team can call on UT Southwestern medical directors for support.

### 3. Will it take extra time if the CONNECT team helps with referrals to see specialists?

No. Having the CONNECT Team available will make it simpler. They're dedicated to taking the hassle out of healthcare for members.

### 4. Where can I find a list of in-network doctors, hospitals, and urgent care centers?

For a comprehensive list of in-network providers, please visit the [Doctors and Hospitals page](#). Please keep in mind, if your provider is not included on this list they are considered out-of-network. No benefits will be paid for care received from out-of-network providers.

### 5. Am I required to select a primary care physician?

Yes, you must select an in-network primary care physician (PCP). If you do not select a PCP you will be assigned one that is close to where you live. All members are able to change their PCP once a month. For a comprehensive list of in-network providers, please visit the [Doctors and Hospitals page](#).

## **6. What hospitals are part of the UT CONNECT network?**

UT CONNECT includes some of the top ranked hospitals by US News and World report in our community. Hospitals in network are:

- UT Southwestern Medical Center (including all clinical faculty, clinical centers, Clements University Hospital and Zale Lipshy University Hospital)
- All Texas Health Resources hospital locations (including Texas Health Presbyterian, Texas Health Arlington Memorial, Texas Health Harris Methodist and many others)
- Pediatric care through Children's Health, Cook Children's Medical Center, and other pediatric hospitals in the Dallas/Fort Worth Metroplex.

For a comprehensive list of in-network hospitals, please visit the [Doctors and Hospitals page](#).

## **7. Are urgent care centers available outside of North Texas?**

Yes. If you need to find an urgent care facility outside of North Texas, there are in-network providers available. A national network of urgent care providers is available to UT CONNECT members, and can be found by contacting the CONNECT team at 1-888-399-8889 or going to the [Doctors and Hospitals page](#).

Starting this fall, Texas Health Resources urgent care sites will open and will also be available to members at a lower co-pay than other in-network urgent care facilities.

## **8. Will providers in the UT CONNECT network change during the year?**

We don't expect major changes to the UT CONNECT network for 2020 - 2021. However, physicians and caregivers do leave and join networks. As a result, there are always changes, which are not unique to UT CONNECT.

## **9. What if I have an emergency and can't get to an in-network provider?**

In an emergency, go to the nearest facility for care, in or out of the network. Emergency care is always covered in a true emergency situation (e.g., heart attack, broken bones, head injuries, severe pain, severe bleeding).

Please note, care for non-emergency issues is not covered if provided outside of network. For non-emergency care, there are in-network urgent care centers located throughout the United States.

## **10. Does UT CONNECT offer telemedicine, or virtual visits? If so, what is the cost?**

Yes, through MDLIVE®. You can reach a doctor 24 hours a day, seven days a week, from anywhere in the United States. There's no copay or extra charge to use it. MDLIVE may be accessed online, by phone, or downloading an app. Visit the [UT CONNECT MDLIVE page](#) for more information.

In addition, UT CONNECT telemedicine visits (with office visit copay) for in-network providers with telemedicine capabilities have been extended due to COVID-19. This benefit will be re-evaluated as conditions warrant and is provided to allow members to access care (for COVID or non-COVID related medical conditions) while maintaining social distancing.

### **11. What do I do if I am traveling and need non-emergency care?**

Your first call should be to your PCP, who may be able to call in a prescription or provide medical advice. If you cannot reach your PCP, resources are available at no charge:

- Contact MDLIVE® anywhere in the United States. Members can chat with a physician virtually, 24 hours a day, seven days a week at 888-676-4204.
- Call the CONNECT team at 1-888-399-8889 or visit the [Doctors and Hospitals page](#) to locate an in-network urgent care facility nearby.
- Call the 24/7 Nurseline for help at 888-315-9473, ranging from answers about whether a baby is colicky or what to do about an upset stomach.

### **12. Can I see any doctor I choose that is part of the network?**

Yes, as long as they are your PCP or you have been referred to them by your PCP. You may also reach out to the CONNECT Team to assist you with a referral.

Please remember, you do not need a referral to see an in-network PCP, obstetrician-gynecologist (OBGYN) or behavioral health specialist.

### **13. Do I need to see a PCP to authorize my annual well woman (OBGYN) visit?**

No. Women can schedule appointments with a gynecologist for any reason.

### **14. Do I need to see a PCP to authorize a behavioral health visit?**

No. Members and their dependents can schedule appointments with an in-network behavioral health specialist without a referral.

### **15. What if I see a doctor who is not in the network?**

UT CONNECT doesn't provide coverage for out-of-network care except for medical emergencies. If you receive non-emergency care from doctors, urgent care centers or other providers not in the network, the plan will not pay for those services.

### **16. What if I have trouble getting an appointment with a PCP in the UT CONNECT network?**

Call the CONNECT team at 888-399-8889 - our goal is for our members to receive the care they need, when they need it.

### **17. Can I choose a different PCP for each family member?**

Yes. Each covered dependent can choose their own PCP. There are more than 1,500 PCPs available for adult and pediatric needs within the UT CONNECT network.

### **18. Is it possible to change my PCP?**

Yes. Members may select a new PCP once per month. The only requirement is that the PCP be in the UT CONNECT network.

### **19. How long will it take to get a referral to see a specialist? Will it require an office visit with my PCP?**

Your CONNECT Team will work with you to get a referral in a timely manner. Based on your medical history and your PCP's discretion, referrals may require an office visit or may be done by phone, email, or through MyChart. Our goal is to make this process as smooth and seamless as possible for members and providers.

**20. Will I pay a copay each time my PCP refers me to a specialist?**

No. UT CONNECT encourages a strong relationship between patient and PCP. Our intent is not for members to incur extra costs, but to ensure that you receive the most effective and efficient care possible. In some cases, your PCP may be able to address a medical issue without a referral to a specialist.

Keep in mind, your first PCP visit has a \$0 copay. This first “free” visit is a great opportunity to talk with your PCP about specialty care you currently receive or anticipate needing in the future to expedite the referral process.

**21. Is there coverage for urgent care and emergencies if I travel internationally?**

Yes. For more information on international coverage, [please visit the BCBS Global Core website](#).

**22. My child attends college outside the Dallas/Fort Worth area. Is my child able to receive care while away at college?**

Yes, many in-network PCP’s offer appointments by phone and can also call in prescriptions when needed – we recommend talking to your PCP or contacting the CONNECT team.

A few points to consider:

- MDLIVE® and the Nurseline are available 24/7. Both are available when a North Texas member has questions or needs help to access care.
- There are in-network urgent care centers throughout the United States for non-emergency situations.
- UT CONNECT covers out-of-network care for medical emergencies worldwide.
- If surgery or an elective procedure is needed they can generally be planned in advance and scheduled in the Dallas/Fort Worth area.

**23. I am turning 65 in the middle of the plan year (Sept. 1 – Aug. 31), will I have to change to UT SELECT at that time? And does this impact my spouse's coverage?**

If you are an active UT employee, you do not have to change to UT SELECT. However, when you resign or retire – you and your dependents will need to enroll in UT SELECT. Please contact your HR Benefits representative to learn more about this.