

Taking a Pulse of **Key Changes** Coming in 2020

The District's Joint Health Management Board (JHMB) continuously strives to build and maintain a cost-effective healthcare program for our employees, retirees, and their families. As we move into 2020, we want to make sure you are aware of key changes to your benefits - all for the purposes of improving access, providing better customer service, and ensuring the long-term sustainability of the Plan.

Halcyon Behavioral Health Set to Replace Avante Health in January 2020

Effective January 1, 2020, Halcyon Behavioral Health will become the District's new vendor for all inpatient and outpatient mental health and substance abuse services for Plan A and Plan B participants. Headquartered in Fresno and founded in 2012, Halcyon serves approximately 100,000 lives throughout California. As the sister company of PhysMetrics (the District's chiropractic vendor), the Joint Health Management Board is proud to expand our local partnerships in support of our community and our plan participants.

Access to Mental Health and Substance Abuse (MHSA) Benefits in a Manner Most Convenient for You

One of the JHMB's key goals in partnering with Halcyon is their improved channels for member access in their time of need. Halcyon provides members with several avenues to connect with their MHSA benefits – ensuring that everyone can access care and resources in a personally-relevant manner. This includes accessing their services via phone, web, email, video counseling, as well as other key channels. Upon initial contact, Halcyon will perform a clinical assessment and/or provide in-the-moment support (if warranted). Thereafter, they assist members with locating a provider and completing the proper referrals suitable for the situation.



Check to See If Your Provider is Within the Halcyon Network

With more than 1,900 contracted providers in California and over 22,000 nationwide, Halcyon offers a broad network of available clinicians. However, it is possible that some of the current providers available through Avante Health may not be contracted with Halcyon at the moment. We recommend that you visit Halcyon's exclusive site for Fresno Unified plan participants to see if your provider is currently in their network at www.fusdmhsa.com.

If you are currently in treatment and your provider is not currently within their network, download the Transition of Care form (available online at www.fusdmhsa.com) and fax it to Halcyon at **559-878-2332**.

NEW: EnvisionRx Customer Support Line Available January 1, 2020

The JHMB and its partners have been working diligently behind-the-scenes to continuously address and improve customer service issues across our benefits offerings. Starting January 1, 2020, EnvisionRx and EnvisionRxPlus customers will have a new dedicated line by which to contact EnvisionRx for their prescription needs.

Currently, all calls into EnvisionRx or EnvisionRxPlus are placed into a general phone queue for all EnvisionRx customers. As of January 1, 2020, EnvisionRx will provide a special, dedicated line exclusively for Fresno Unified PPO Plan participants with representatives specially trained in the District's benefit plans and better prepared to address needs specific to the District's plan participants.

Check the Mail for Your New Medical ID Card(s)

The new, dedicated EnvisionRx customer support line will be printed on the new medical ID cards mailed to participants' homes in December 2019. Be sure to switch out the ID card(s) when you receive the new card(s) in the mail, and also show your new ID card(s) to your health care provider and/or pharmacy during your first visit following receipt of your new ID card(s).

REMINDER: Planned Surgery Benefit Through BridgeHealth Ends Dec 31

In October 2019, the Joint Health Management Board formally announced the cancellation of its planned surgery benefit partnership with BridgeHealth effective January 1, 2020. Plan participants with surgeries scheduled through BridgeHealth by December 31, 2019, are not affected – so long as the surgery is approved and completed by December 31, 2019.

Given that the intake and scheduling process for a surgery usually takes 4-6 weeks, we do not recommend that you initiate contact with BridgeHealth at this time to schedule a new surgery.

However, it is important to note that if you currently have a surgery scheduled through BridgeHealth, it must be completed by December 31, 2019 for it to be covered at 100% (including the travel allowance).

If your surgery is completed on or after January 1, 2020, it will no longer be covered under this planned surgery program and will be subject to the prior-authorization process of the Anthem Blue Cross PPO network, as well as the deductibles and copayments/ coinsurance under the District's PPO Plan Options A and B.

Don't Forget to Make Time for Yourself During and After the Holidays!

For many, the holidays are a time to share in the joy of family traditions and create new special memories. But for some, these expectations can make holidays stressful. In those moments, it is important to take a few minutes for yourself to recharge. If 5 minutes is all you've got, you'd be surprised at how much you can make it count!

Deep Breathing

Inhale deeply, feeling your stomach expand. Hold your breath for a few seconds, and then slowly exhale, visualizing tension leaving your body.

Self-Talk

Replace negative mental responses to stress such as "I can't cope" with positive ones such as "Everything is going to work out" or "I know I can do it."

Laugh

Just laugh aloud or do something that will make you laugh such as reading a joke book or watching a comedy on TV.

Stretching

Sit in a chair with your upper body resting forward on your lap. Slowly roll up, starting at the base of your spine, until your back is straight. Stretch neck muscles by tilting your head to the right and slowly rolling your head down and to the left. Repeat a few times in both directions.

Self-Massage

Sit with your shoulders relaxed. Use your right hand to massage your left shoulder and neck, working your way up to the scalp. Repeat, using the left hand for the right shoulder.

Mail Order Pharmacy Special Feature from EnvisionMail

Great service, affordable prescriptions, convenient home delivery – all in one pharmacy.

ENVISIONMAIL

A Division of EnvisionPharmacies

No more driving to the pharmacy, long lines or delays. With EnvisionMail service, no matter where you are in the U.S., your medications are delivered safely to your door. EnvisionMail is a fully accredited mail order pharmacy focused on one thing – patient care and service with customer service and licensed pharmacists available 24 hours a day, 365 days a year.

To get started, ask your doctor to e-prescribe or fax your prescription to us, or call us and we can help you get started.

Convenient and Affordable

- The medicine you need, delivered to your door.
- No more driving to the pharmacy and waiting in line for your prescription to be filled.
- Refill reminders ensure your medication arrives when you need it.
- Standard shipping is free and expedited shipping is available.

Safe and Secure

- Licensed pharmacists dispense your medication and are available to answer your questions.
- Medications are mailed in secure, private packaging
- Pharmacists monitor your medication profile to compare new drugs to previously filled prescriptions.
- Fully accredited mail order pharmacy.

Contact Envision Mail

Phone: 1-866-909-5170 (TTY: 711)

Fax: 1-866-909-5171

Online: www.envisionpharmacies.com

Benefit Plan Updates & Reminders

Are Your Dependents Still Eligible for Their Benefits?



Last year, the JHMB completed a Dependent Verification Review to ensure that only those dependents that were actually eligible were the ones being provided with coverage. At the end of the review, a total of 661 dependents were deemed ineligible and removed from the JHMB's plan. This resulted in an estimated savings of \$1.7 Million in medical costs to the District's plan.

Covering people who are not eligible dependents raises our cost for health coverage, which may ultimately be reflected in higher premiums and out-of-pocket costs.

As a reminder, you are required to notify the District within 60 days following the date on which any dependent no longer meets the eligibility criteria for dependent coverage (including divorce or legal separation; and the termination, dissolution or nullification of Domestic Partnership). Failure to notify the District within the adequate time period may cause you to be responsible for the reimbursement of any claims paid for ineligible dependents.

Enroll In Medicare When You Become an Eligible Retiree to Minimize Your Payments



The Joint Health Management Board at the Fresno Unified School District wants to remind you of the importance of enrolling in Medicare once you are eligible. The District's Health Care Plan indicates that you must enroll in Medicare Parts A & B **as soon as you become eligible for Medicare as a retiree.**

Your specific Coordination of Benefits (COB) changes once you become eligible for Medicare as a retiree, which may result in reductions of Plan payments and increases in your payments if you fail to enroll in Medicare. This requirement only applies to retirees in the Fresno Unified School District Employee Health Care Plan. Active employees age 65 or over are not required to enroll in Medicare.

Sutter Health System Providers No Longer In-Network PPO

Ask First - "Are You Part of Sutter Health System?" It Can Save You Money



As of July 1, 2016, Sutter Health System facilities and providers have been considered out-of-network facilities and providers. As a result, covered services received at Sutter Health System facilities or from Sutter Health System providers have been covered at the non-PPO benefit level (e.g., subject to the out-of-network deductible, coinsurance, and out-of-pocket maximum), resulting in higher out-of-pocket costs for you and your family.

Recently, there has been a slight increase in claims received from Sutter facilities and the Joint Health Management Board wants to remind you to:

Be Sure to Ask First:

"Are you part of Sutter Health System?"

Most Sutter Health System facilities and providers are located in Northern California. However, if you live or are traveling in Northern California and/or you seek care from a Sutter Health System facility or provider, please remember that the services will be treated as out-of-network services. However, it is still important to first follow up with your physician/provider or the Sutter Health System website at www.sutterhealth.org to verify their affiliation.

UPDATED: SBCs for All Medical Plans

The JHMB recently published the 2020 Summary of Benefits and Coverage (SBC) for all medical plan options online at www.JHMBHealthConnect.com/using-plans. The SBC provides you with a quick snapshot of what your plan covers and what it costs. This includes important answers regarding your deductibles, out-of-pocket limits, common medical events, and the types of services covered or excluded from the plan. The SBC also includes your rights to continue coverage, grievance and appeals rights, and coverage examples.



Fresno Unified School District

Benefits and Risk Management

Fresno Unified School District

Education Center

2309 Tulare Street

Fresno, CA 93721-2287

This is HealthConnect, a publication from your FUSD Joint Health Management Board (JHMB).

For more information, visit the HealthConnect website at www.JHMBHealthConnect.com.

Send your feedback about HealthConnect to JHMBHealthConnect@yahoo.com. (c) 2019. All Rights Reserved.

HealthConnect

Skip the Waiting Room

Visit the Doctor from Your Phone or Mobile Device

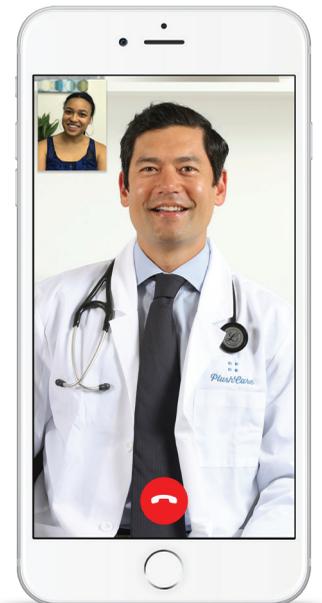
Available for PPO Plan A and PPO Plan B Only

The holidays are upon us and we all have some time off to gather with friends and family to celebrate what matters most. For many this is the most wonderful time of the year, but what happens when you or a loved one gets sick with a cold or flu? Nothing puts a damper on a holiday vacation more than an unexpected illness. Luckily digital healthcare makes it easier than ever to see a doctor from the comfort of home and receive treatment right away - so you can get back to enjoying your break.

PlushCare provides you access to a network of board certified doctors who are ready to see you all winter long. They can diagnose and treat any number of conditions, including a cold, flu, sore throat, sinus infection and more. Flu season typically peaks in January, so if you're not starting the new year off healthy, book an online appointment with a PlushCare doctor via our website or mobile app. **All for just a \$5 copay and no deductible!**

Get Started with PlushCare Today!

- Call (866) 460-6205, go online at www.PlushCare.com, or download the PlushCare app. First time users will need to register. You will need to provide your name, date of birth, email address, and create a password. It only takes a couple of minutes. **Register today!**
- Select "Book Appointment" and choose which physician you wish to talk with at a time that is convenient for you.
- The doctor will contact you at your scheduled appointment time.
- If necessary, prescriptions will be sent to your pharmacy in seconds!



If you're not one of the several hundreds of plan participants that have begun to use this service this year, we recommend it as your first option the next time you need access to a physician. For more information, visit www.JHMBHealthConnect.com/telehealth-at-your-fingertips.