



**TEACHERS HEALTH TRUST**

*For Teachers By Teachers*



Happy New Year to all of our educators. As we begin 2018, we want to make sure you have the tools you need to have a healthy and happy year ahead. Please take a moment to refresh on the resources available to you through the Performance Plus Plan.

In 2017, we worked toward finding new ways for educators and their families on the plan to lower their out-of-pocket costs. We visited some of your schools and heard your feedback. Throughout 2018, you will see additional advantages with your plan.

## **Primary Care Provider/Pediatrician**

Your selected primary care provider (PCP) can be defined as the provider you choose to perform and/or manage all of your healthcare needs. There are three types of providers that can be selected as your assigned PCP: family medicine, internal medicine or general practice. Children under the age of 17 can choose a pediatrician as their PCP.

This chosen provider will help ensure you receive all of the care you could possibly need, excluding any emergent cases. They will also help you access care from a specialist through the use of referrals.

If you have any questions about your chosen primary care provider, please contact your Healthcare Advocates at (855) 404-9355 or the Teachers Health Trust's Member Service Team at (702) 794-0272. They are happy to assist and answer any questions that you may have.

[Click here](#) to access the provider change request form

## **Health Advantage Management Program**

Health Advantage management programs are created to help Trust participants improve their overall health and well-being. The programs that are currently available are:

- My Best Pregnancy for a high-risk pregnancy
- Breathe Easy for asthma and COPD
- Control Is the Goal for diabetes care
- Have a Heart for heart health

Enrollment in one or more of these programs allow for you to see an in-network specialist for a \$0 copayment. You do not need to pre-enroll in My Best Pregnancy ahead of time. For more information, please contact a Healthcare Advocate at 855-404-9355 or fill out an enrollment form [here](#).

## Healthcare Advocate Team



Healthcare Advocates partner with practitioners, patients, and their families to ensure that decisions respect patients' needs and preferences, and that patients have the education and support they need to make decisions and participate in their own care. The primary focus for healthcare advocates is to enhance quality improvement to ensure that patients make informed decisions about their health.

## Contact a Healthcare Advocate When You Need To:

- FIND an in-network provider
- CONFIRM your primary care provider
- SCHEDULE appointments for complex care
- SEEK help with referral management and coordination
- FIND or file a new provider change request form
- REQUEST, obtain or send medical records
- DISCUSS how to enroll in a health program for COPD/asthma, heart health, high-risk pregnancy or diabetes
- HELP registering for telemedicine or teletherapy

Contact a Healthcare Advocate by calling **(855) 404-9355**  
or email via [advocates@wellhealthqc.com](mailto:advocates@wellhealthqc.com)

## Accessing Care

You should primarily be receiving medical care from your PCMH providers (primary care or specialists). Should you need to access care when your providers are unavailable the following care options are available to you:

1. Telemedicine – Access a medical provider or therapist with a \$0 copay. 24 hours a day, 7 days a week. Learn more and register by visiting [WellHealthOnline.com](http://WellHealthOnline.com). When you are registering, place two 00's at the end of your member ID to show you are the primary card holder. You can register your dependents once inside your primary profile.
2. CVS Minute Clinics – You can visit any provider inside a CVS minute clinic. You can find all the locations by visiting [here](#). This option is available anywhere in the United States at a \$15 copay. You can also receive your flu shot here.
3. Urgent Care – Many urgent care centers are available to you after hours, including one open 24-hours. Click [here](#) to see the locations. This benefit has a \$50 co-pay.
4. Emergency Room – The only hospital we are not contracted with is North Vista.

In the event you have a true emergency, the Trust is contracted with Centennial Hills Hospital, Desert Springs Hospital, Dignity Neighborhood Hospitals, Henderson Hospital, Mountain View Hospital, Southern Hills Hospital, Spring Valley Hospital, St. Rose Delima Hospital, St. Rose San Martin Hospital, St. Rose Siena Hospital, Summerlin Hospital, Sunrise Hospital, University Medical Center and Valley Hospital Medical Center. For true emergencies there is a \$250 cost (deductible does not apply), for non-emergency, there is a \$400 cost (deductible does not apply).

More information can be found on our [website](#).

## ID Cards

### **MedImpact**

If there were no major changes to your policy during open enrollment, you will NOT be receiving a new ID card. However, should you need a new card for yourself or a dependent you can contact MedImpact and request a new card at 1-800-788-2949.

## Pharmacy Benefit Information



**MedImpact** is your pharmacy benefit manager. They process the traditional retail pharmacy claims. They also maintain eligibility in their system. If you or your dependents are denied a prescription for any reason, you can contact their customer service for further details and explanation.

**WellDyne Rx** is your mail order vendor as well as your specialty pharmacy manager. If you or your dependents are currently taking a specialty medication, that prescription will be filled by US Specialty, a subsidiary of WellDyne. WellDyne is responsible for the Prior Authorization process for all medications that they dispense through the Specialty Pharmacy.

To fill your everyday prescriptions your in-network pharmacies are CSV, Vons, Sams Club, Walmart and Lin's Pharmacy in Overton. You can fill your prescriptions elsewhere with your standard copayment/co-insurance rate; however, you will also pay a pharmacy choice fee.

**RX Savings Solutions** is a benefit designed to notify you if there is another pharmacy in your area with lower out-of-pocket prices for your prescription drugs, manufacturer's coupons and high-cost drug alternatives. Remember to stay in-network, if you use a non-preferred pharmacy, your copayment/coinsurance is the same but you are charged the \$10 Pharmacy Choice Fee in addition to your standard cost.

## Reminders



Be sure to register for RX Savings Solutions – They not only can save you money on your prescriptions, they love rewarding our educators. See a recap of the prizes and winners below:

### **iPad Winners**

- Alexandra T
- Laura B
- Timothy R
- Jacques F
- Sandra B

### **\$1,000 Staycation Winner**

- Arlene Lu P

### **\$100 Gift Card Winners**

- Ricci U
- Michael K

- Annemarie B
- Cherise H
- Eugene H

- Nichole W
- Daniel M
- Susan B

You may access this benefit by signing up for an online account today via the Rx Savings Solutions website <https://portal.rxsavingsolutions.com/auth/login> or by calling 1-800-268-4476.

## Hours of the Trust

The Teachers Health Trust is open from 7 a.m. - 5:45 p.m. Monday through Friday and is closed on weekends and all federal holidays.

## Email

We send regular emails to our Trust participants. Please ensure that you have the correct email on file and you mark our emails as safe to avoid them being sent to your spam folder.

## Contact Information

### Teachers Health Trust Main Office

2950 E. Rochelle Ave. Las Vegas, NV 89121

### Mailing Address

PO Box 96238 Las Vegas, NV 89193-6238

### Main Phone/Fax Number

P: (702) 794-0272

F: (702) 794-2093

### Quick Contacts

Healthcare Advocates: (855) 404-9355

Member Services: (702) 794-0272

Network Relations: (702) 304-5780

MedImpact: (800) 788-2949

VSP: (800) 877-7195

Grand Rounds: (800) 975-3054

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