

# PNW HEALTH BENEFITS CONSORTIUM

NEWSLETTER 66 | SPRING 2019



## RESOURCES

PNW Health Benefits Consortium  
200 BOCES Drive  
Yorktown Heights, NY 10598  
914-248-2456

[Click Here!](#)

## MEDICAL

Aetna customer service  
1-877-223-1685

[www.aetna.com/index.html](http://www.aetna.com/index.html)

Aetna Medicare Advantage  
1-888-267-2637

<http://pnwhbc.aetnamedicare.com/>

## PHARMACY

Navitus customer service  
Commercial Plan  
1-866-333-2757

[www.navitus.com](http://www.navitus.com)

Navitus Medicare RX Plan  
1-866-270-3877

<https://medicarerx.navitus.com>

NoviXus Mail Service Pharmacy  
1-888-240-2211

[www.novixus.com](http://www.novixus.com)

Lumicera Specialty Pharmacy  
customer service  
1-855-847-3553

## AETNA COMMERCIAL PLAN

The following benefit changes became effective 1/1/2019:

- Emergency Room copay increased from \$100 to \$150
- Urgent Care copay increased from \$25 to \$35
- Hearing Aid benefit increased from \$1,000 every 5 years to \$4,000 every 3 years



## AETNA MEDICARE ADVANTAGE PLAN

The following benefit changes became effective 1/1/2019:

- Individual Out of Network Deductible increased from \$147 to \$183
- Individual Out of Pocket Maximum increased from \$1,500 to \$2,000
- Facility Outpatient Hospital Services copay increased from \$20 to \$35
- Emergency Room copay increased from \$50 to \$100
- Urgent Care Copay increased from \$25 to \$35
- Hearing Aid benefit increased from \$1,500 every 3 years to \$4,000 every 3 years

## WELLNESS

### COLON CANCER PREVENTIVE SCREENINGS COVERED AT AGE 45

The American Cancer Society now recommends beginning colorectal cancer screening at age 45, five years earlier than the previous recommended age of 50. Beginning March 1, 2019, Aetna will cover colorectal cancer screenings as preventative starting at age 45 to align with the American Cancer Society's current colorectal cancer guideline for average risk individuals.

# Did You Know?

## Mail Order Service

You can obtain up to a 90-day supply of your medication through Navitus' mail service partner, NoviXus Pharmacy Services.

It is easy to use NoviXus. You can sign up online at [www.novixus.com](http://www.novixus.com). Enter your first and last name, date of birth, gender and member ID number on the homepage and then click enroll. Once you have enrolled, you will have the ability to order refills, view your drug history, track order deliveries and submit questions to the NoviXus pharmacist.

You can also call NoviXus to enroll. Representatives can be reached toll-free at 1-888-240-2211.

Please allow 10 to 14 calendar days from the day you submit your order to receive your medicine(s).

## PRESCRIPTION DRUG BENEFITS

### NAVITUS HEALTH SOLUTIONS COMMERCIAL PLAN

Prescription drug copays and the maximum annual out of pocket remain the same for 2019.

### NAVITUS HEALTH SOLUTIONS MEDICARE PART D PLAN

Prescription drug copays and the maximum annual out of pocket remain the same for 2019.

### DIABETIC SUPPLIES

For members enrolled in the commercial plan, diabetic supplies are covered under the Navitus pharmacy benefit. If you have any questions, please contact Navitus at 1-866-333-2757.

For members enrolled in the Medicare Advantage plan, diabetic supplies are covered under the Aetna Medicare Advantage plan. If you have any questions, please contact Aetna at 1-888-267-2637.

## Compare Prices and Locate Pharmacies using Navitus' Cost Compare Tool

*Are you looking for ways to pay the lowest cost for your medications?*

*Navitus Can Help*

Cost Compare gives you a convenient way to save on your prescriptions, allowing you to find lower prescription prices at nearby pharmacies. You can access Cost Compare from your Navi-Gate for Members portal by visiting [www.navitus.com](http://www.navitus.com). Cost Compare is available at no additional cost. For more information on how to register for Navi-Gate go to: [www.pnwbores.org/Health-Benefits-Consortium/Health-Benefits-Consortium-Home.aspx](http://www.pnwbores.org/Health-Benefits-Consortium/Health-Benefits-Consortium-Home.aspx)

### POWERFUL SEARCH TOOLS

Research drug costs at network pharmacies within the selected location, either with a direct drug search or based on your medication fill history.

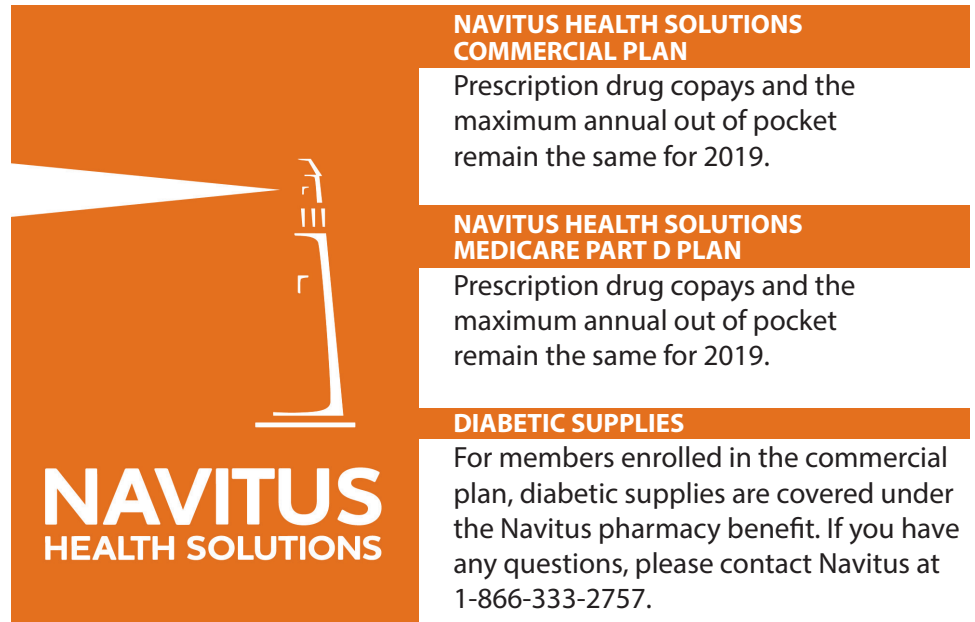
### REAL-TIME, ACCURATE PRICE ESTIMATES

Estimates are based on your specific benefit plan, deductibles, and co-pay amounts. Price results reflect what you should expect to pay.

### COST-SAVING CONVENIENCE

Find the best prices at the closest pharmacies on any device, anywhere, anytime.

- Compare pharmacy prices in your area
- Get real-time, accurate prices estimates
- Search based on your prescription history



# IMPORTANT MESSAGE

A warning letter has recently been issued by the US Food and Drug Administration (FDA) to the pharmacy CanaRx Services, Inc (“CanaRx”). Because of our commitment to the health and safety of you and your family, PNW Health Benefits Consortium’s Joint Governance Board decided to stop offering the CanaRx mail-order pharmacy program effective April 1, 2019.

Beginning April 1, 2019, CanaRx program will no longer be available to new enrollees. To ensure members currently enrolled in CanaRx program have enough time to switch these prescription(s) to a Navitus network pharmacy, the plan will allow one transition fill with CanaRx for up to 90 days before July 1, 2019. Please note that CanaRx will continue to follow current plan formulary available with Navitus.

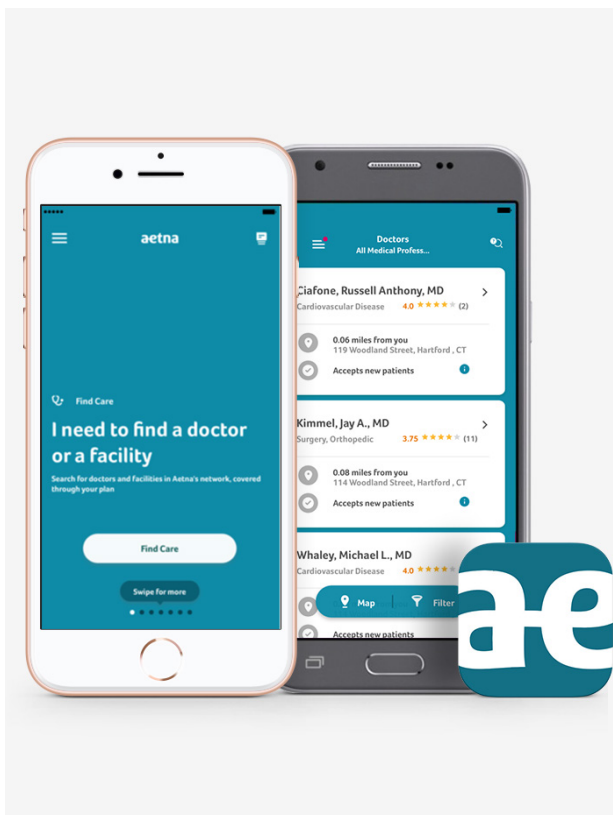
## What to do if you currently use CanaRx Mail-order Pharmacy Program:

- Member currently utilizing CanaRx mail-order pharmacy program will receive letter from Navitus that lists possible covered alternatives.
- Show this letter to your prescriber to switch before July 1, 2019.
- Discuss with your prescriber which medications on the Plan Formulary are right for you and request a new prescription(s)
- If you want to continue to get brand name medication(s) and a generic is on the Plan formulary, you must follow the Navitus Prior Authorization (PA) process
  - o If approved, member can get brand name drugs at applicable copay
  - o If denied, member can still get brand name drugs with applicable copay plus(+) the cost difference between brand and generic

Select a Navitus Network Pharmacy to fill your prescriptions. A list of Navitus network pharmacies can be found on your member portal at [www.Navitus.com](http://www.Navitus.com) or <https://medicarerx.navitus.com> if under EGWP coverage.

## Aetna Mobile App

*The Aetna Mobile app makes it easy for you to manage your health wherever, whenever you need to.*



## What are some of the key features of the mobile app?

### APP INCLUDES:

- Fingerprint login —makes signing in a breeze
- Offline ID cards —access your proof of membership any time, any place
- Ability to place ID cards in a digital wallet
- Office-visit estimated costs will display with doctor searches

### General Information on Aetna Mobile App:

The mobile app gives you access to your secure member information, anytime, anywhere.

### PRIOR TO LOG IN:

- Register - If you are already registered for Aetna Navigator you would use the same user name and password for log in on the mobile application. You only need to register if you are a first time user.
- Forgot user name and/or password

### AFTER LOG IN:

- Search for a doctor or facility
- Locate urgent care –walk in clinics, urgent care, emergency room
- View alerts (if eligible)
- View messages
- View claims and claim details
- View coverage and balances
- View Personal Health
- View ID card
- Store ID card offline
- Contact Aetna by phone or e-mail
- Speak with a certified doctor via Teladoc
- Use Member Payment Estimator to compare cost estimates
- View and reply to secure messages
- Share opinion (feedback)

### How do I download the app if I do not already have it on my phone?

- Download from Google Play or the App Store.

# Retiring Soon?

## Important Information to Know

Your health plan requires retirees and their spouses/dependents who are eligible for Medicare, when Medicare is primary, to enroll in **Parts A and B** as soon as possible. If you delay enrollment, you could have a gap in coverage without insurance. This includes members who are eligible for Medicare on the basis of Social Security Disability, even if under age 65 and can take as much as 25-months to enroll!

*Failure to enroll in Medicare Parts A & B when first eligible could result in significant financial penalties for you and your spouse/dependents.*

Once you are enrolled in Medicare Parts A & B, you may be transferred into the Consortium's Medicare Part C and D Plans. Medicare Advantage is another term for Medicare Part C. Medicare Part C includes the benefits of Medicare Parts A & B plus supplemental benefits. Medicare Part D is for drugs.

*If you have questions, please contact your District Benefits Representative before declining Medicare.*



## TELADOC

General Medicine	Dermatology*	Behavioral Health*
Members can receive treatment within minutes for non-emergency, acute general needs such as:	Members can request a dermatology consult for complex or ongoing conditions such as:	Members can receive support for such issues as:
Flu Cough Sinus Problems Sore throat Allergies Sunburn Bronchitis Ear Infection Arthritis Pink eye	Rash Psoriasis Rosacea Acne Skin Infections	Stress Anxiety Depression

**Have You Heard About TELADOC?**

**\*Not applicable for members enrolled in the Aetna Medicare Advantage Plan.**

The Consortium now offers a new Telemedicine service provided by Teladoc made available through Aetna.

As health care costs and wait times continue to rise, Teladoc is an innovative and effective way to provide quality care at a lower cost. Teladoc offers members a quality healthcare alternative to costly urgent care and ER visits, while reducing medical costs and improving productivity.

This service is available at your fingertips 24/7/365, providing on demand access to board-certified doctors via phone, mobile app, and online video chat. Doctors can diagnose, treat and prescribe medications (if necessary) for common health issues. Available benefits include services for General Medical, Dermatology and Behavioral Health. *Due to CMS regulations, only General Medical is available for members in the Medicare Advantage plan. Aetna Medicare Advantage Plans must follow the standard medical plan copay i.e. \$20 PCP copay for a telemedicine visit.*

**Member copay for all three services is \$10.**

**For members in the Medicare Advantage plan, the copay for General Medicine is \$20.**

### TO GET STARTED:

1. You can set up an account by the following:
  - Online: Go to [Teladoc.com/Aetna](https://teladoc.com/Aetna) and click "set up account"
  - Mobile App: Download the app at [teladoc.com/mobile](https://teladoc.com/mobile) and click "activate account"
  - Call Teladoc: Teladoc can help you register your account at 1-855-Teladoc (835-2362)
2. Provide Medical History
  - Your medical history provides Teladoc doctors with the information they need to make an accurate diagnosis.
3. Request a Consult
  - Once your account is set up, request a consult anytime you need care. Talk to a doctor by phone, web, or mobile app.

**Teladoc is the only telemedicine provider covered under the plan. Telemedicine services billed by any other provider (e.g. CareMount Medical) will not be covered under the plan.**