

Patty's Points

Florida Blue 

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WELCOME BACK TO SCHOOL!

I hope everyone received some rest and relaxation during the summer break and ready for the 2017-2018 school year! I have enjoyed assisting those who have called upon me to review your benefits or assist with claims issues. I look forward to another year! I encourage you to utilize me as a resource and a listening ear for any issues or concerns you may have regarding your Florida Blue medical and pharmacy benefits. May you have a successful year!

To those of you that are new to the District or are not aware of my services, please allow me to introduce myself and what I may offer to you.

My name is Patricia Nguyen (pronounced "when"). My nickname is Patty. I am your on-site Service Representative with Florida Blue. My office is located in the Employee Benefits Assistance & Risk Management Department at the District Office in Land O'Lakes. I have been on-site at the District for 9 years. I have lived in the Lutz (Pasco County) for 20 years. All 3 children have attended Pasco Schools since they were in Kindergarten. Currently I have two children attending Sunlake High School. My oldest son graduated from Sunlake High School in May, 2014 and will be starting his senior year at Florida State University.

As your liaison, I am here to:

- Offer education on how to utilize and understand your medical benefit plan (i.e., On-line tools, reading member health statements, money saving tips, etc.)
- Answer questions regarding your medical and pharmacy benefits, claims processing, and wellness initiatives (i.e., check if authorization for services on file, difficulty with obtaining services, coverage for services, accumulation of out of pocket expenses, promote wellness programs, etc.)
- Assist you with resolving claims issues (i.e., unpaid bills, denied claims, and assistance with appeals, etc.)

Please feel free to contact me by phone or email at Patricia.Nguyen@floridablue.com to assist you with your questions, concerns or to schedule an appointment. The following is my contact information:

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