



Patty's Points



Patty Nguyen, On-Site Representative
(813) 794-2492
(727) 774-2492
(352) 524-2492
Patricia.Nguyen@floridablue.com

October 17, 2018

[2019 OPEN ENROLLMENT REMINDER](#)

The 2019 Open Enrollment period is from **October 1, 2018 through October 31, 2018**. Benefits you select during this Open Enrollment will be in effect for the plan year **January 1 through December 31, 2019**. The District School Board of Pasco County will continue to offer the BlueCare HMO Basic plan, the BlueCare HMO Premium plan and the BlueOptions PPO Standard plan. There are no benefit changes to these plans.

Please note that this Open Enrollment period is for **changes only**. If you would like to make a plan change, add or delete dependent(s), this is your opportunity to make those selections. Otherwise, your selections cannot be changed after **October 31, 2018** without a qualifying change in status event. Therefore, please review all your medical options carefully and feel free to contact me at one of the above number(s) on any questions regarding your medical and pharmacy benefits.

Dear Patty,

Q: I am a HMO member, do I need a referral from my Primary Care Physician to see a specialist?

A: No, a **written referral** is not required. As long as the specialist is a participating provider under the BlueCare HMO network, you can see that specialist.



Patty's Points



Patty Nguyen, On-Site Representative
(813) 794-2492
(727) 774-2492
(352) 524-2492
Patricia.Nguyen@floridablue.com

Q: How do I ensure that the provider is participating in my plan?

A: You have three options for your convenience. 1) You may access the Florida Blue website, at www.floridablue.com and click on "Find a Doctor". 2) You may call me direct at the number(s) above for assistance. 3) You may contact customer service by accessing the number on the back of your ID card and they can verify the provider's participation.

Q: I'm traveling outside the state of Florida. Am I covered? How do I find a participating provider?

A: This is a 2-part answer.

HMO members: You are covered for Emergency Services Only. If you need services, please contact your Primary Care Physician (PCP) to coordinate your care while you are outside the state of Florida. If your PCP is not available, please contact the phone number, 1-800-810-2583 on the back of your ID card for "Outside the State of Florida".

PPO members: As long as you see a participating BlueCross BlueShield Plan provider, your claims will be processed as in-network.

A: Please access this link to locate out of state providers: <http://provider.bcbs.com/>



Patty's Points



Patty Nguyen, On-Site Representative
(813) 794-2492
(727) 774-2492
(352) 524-2492
Patricia.Nguyen@floridablue.com

Q: How do I access my claims and member health statements online?

A: You can access the Florida Blue website, at www.floridablue.com and click on “Member Login” and then “New Member Registration”. To register, you will need to provide your Member Number from your ID card. You will then be asked to create an user id and password.

Q: I have a son who is attending college in Georgia. Can he obtain medical services in Georgia while enrolled on a HMO plan?

A: Routine services are not covered out of state without prior authorization for HMO members. Only Emergency Services are covered. However, your son may qualify for coverage through the Away From Home Care (AFHC) Program. Please [click here](#) to review the brochure. Please note not all states participate. For more information, please contact the Florida Blue Customer Service phone number at 1-800-507-9820 and request to speak with an AFHC coordinator to verify your student eligibility.

Q: I am eligible for medical insurance coverage but do not have my ID cards yet. What type of proof of insurance can I show my provider if I need to seek services?

A: You may contact me at the number(s) above and I can provide you and/or your dependents with an eligibility letter confirming you have coverage.