

CARES Connection

A Publication for CARES Members

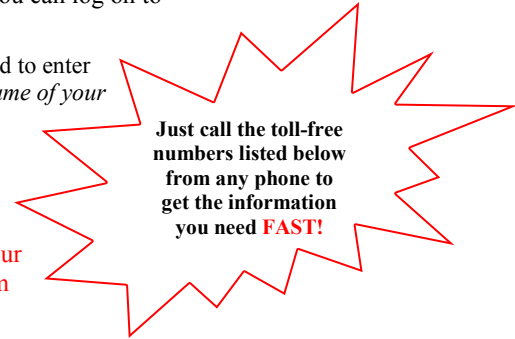
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2011 Provider Information

Employee Assistance Program (EAP) New Service Provider Effective 1/1/2011



The EAP program is available to **all employees and members of your household regardless if you are a CARES member.** Beginning January 1, 2011, our new EAP provider will be BlueCross BlueShield of Texas' partner, **Magellan Health.** The EAP is available 24 hours a day, 7 days a week. The phone number is **800-327-1393** or you can log on to www.magellanhealth.com/member.

You can sign in as an unregistered user—you do not have to register to view website. You will need to enter the phone number and then your campus name or "Collegiate Assoc Resource of the SW" as the *name of your organization* when viewing the website.



Important Contact information:

Use these toll-free phone numbers and websites when you need more information about your CARES benefit options. Keep the employee's Social Security Number or Member ID from the appropriate ID Card handy because you may be asked to provide that when you call.

<u>Contact</u>	<u>Services</u>	<u>Toll Free Number</u>	<u>Website</u>
 BlueCross BlueShield TX	Medical Network and Claims	888-762-2190	www.bcbstx.com
Express Scripts (ESI)	Prescription Drugs	866-776-0056	www.express-scripts.com
 Magellan Health	Employee Assistance Program (EAP)	800-327-1393	www.MagellanHealth.com/member
The Prevention Plan	Chronic Conditions, 24-hour nurse line Health Information, Wellness, Coaching	866-713-1180	www.ThePreventionPlan.com
Best Doctors	Expert Referral Service	866-904-0910	www.BestDoctors.com
Discovery Benefits	Flexible Benefits Administrator (FSA)	866-451-3399	www.DiscoveryBenefits.com



What does that mean???

Are all those letters confusing?
Here's a little decoder....

Networks all have different names—**OAP** (*Open Access Plus*) is now called **PPO** (*Preferred Provider Organization*). It's the same thing—just a new name for your network of providers

"**In Network**" is now "**EPO**" (*Exclusive Provider Organization*) — If you choose the EPO (In-Network only), you must use only the providers listed on the Blue Choice PPO Network.

HDHP —High Deductible Health Plan (a new benefit option for 2011)

Identification Cards

BlueCross BlueShield of Texas (BCBSTX) will begin mailing identification cards directly to your home address around mid-December. Please watch the mail for your card from BCBSTX. Participants enrolling family members will receive two cards (only the employee's name will be listed on the card). Additional cards may be requested by calling customer service at 1-888-762-2190.

Because Express Scripts (ESI) will continue as our RX administrator, a new ID card will not be required for pharmacy benefits. New cards will only be sent if you make a change or request one.