



2018-19 Plan Year FirstCare Health Plans

HMO Plan Option



Company Overview



- **FirstCare Health Plans** joined the TRS-ActiveCare program in 2003 and currently covers 25,000+ school employees and their dependents.
- Hospital-based health plan owned by:



and



- Focuses exclusively on the Texas market, serving 108 counties with offices in Abilene, Amarillo and Lubbock; and, corporate headquarters in Austin.



More Ways to Save

- Use **generic drugs** when available.
 - They are the most affordable drugs and offer you the lowest copay. Use mail order or Retail-*Plus* to save the most money.
- Use **in-network freestanding medical service facilities** for labs and imaging. Hospital-based labs and facilities can cost more.
 - Don't confuse this with freestanding emergency rooms.
- Adopt **healthy habits**
 - Do your best to eat right, exercise and get regular health screenings.
- Join a **Live Healthy America** wellness program that is available with your TRS-ActiveCare plan.
 - www.trsactivecarelivehealthychallenge.com

Medical Benefits Overview for 2018-19

No PCP Copay for Dependents (Age 19 & under)



2018-2019

Deductible

\$750 per individual/\$2,250 per family

Out-of-Pocket Maximum

(includes medical/drug deductible, copayments & coinsurance)

\$7,350 per individual/\$14,700 per family

Office Visit

Primary Care \$20

Primary Care visits for dependents
(age 19 and under) \$0

Specialist \$60

Inpatient/Outpatient

25% after deductible

(member share)

Preventive Care

\$0, with no deductible

For detailed plan information, please refer to the evidence of coverage and schedule of benefits.

Pharmacy Benefits for 2018-19

- No Rx deductible for Tiers 1 & 2
- \$0 copay on select generics for Tier 1



2018-2019

Deductible

\$100 per individual/\$300 per family
(Not applicable for Tiers 1 & 2)

Rx Out-of-Pocket Maximum

Now part of overall plan's Out-of-Pocket Maximum

Office Visit

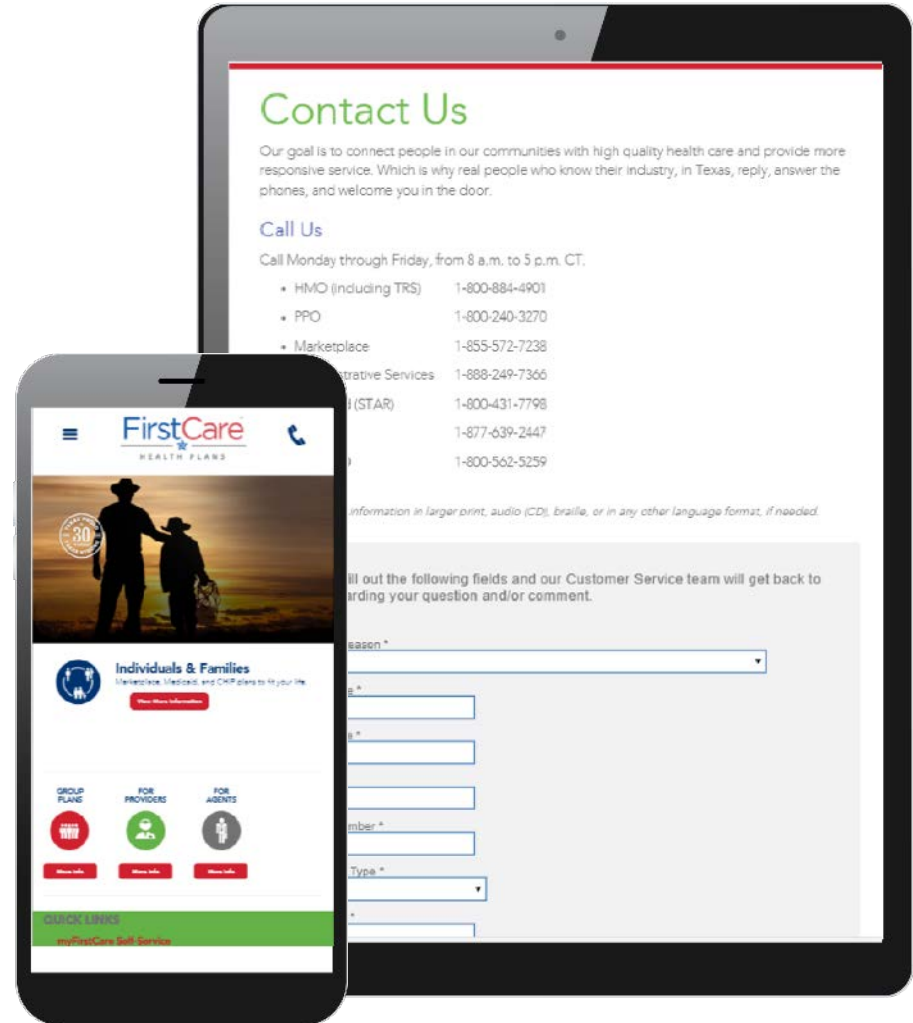
Select Generic/ACA	Tier 1	\$0
Preferred Generic	Tier 2	\$15
Preferred Brand/ Non-Preferred Generic	Tier 3	\$40*
Non-Preferred Brand/ Non-Preferred Generic	Tier 4	\$100*
Specialty/Injectables	Tier 5	20%*

*after deductible

For detailed plan information, please refer to the evidence of coverage and schedule of benefits.

Mobile Website Access

- Access the **FirstCare.com** website 24/7 from your desktop or mobile device
- Find a Provider
- Contact FirstCare Customer Service
- View your Member Handbook
- Use **myFirstCare Self-Service**



myFirstCare Self-Service

- Secure online access to **myFirstCare Self-Service**:
 - Access claims
 - View/print temporary ID cards
 - View current plan deductible/ out-of-pocket maximum balances
 - Select a PCP (where applicable)
 - And, more!
- Visit my.FirstCare.com to log in for 24/7 access



FirstCare Plus – Helping You Stay Healthy

Take advantage of **FirstCare Plus**—programs and tools designed to promote health and provide support.



Online Tools & Personalized Health Assessments



Disease Management Programs



Wellness Trackers



Care Management



Expecting the Best™
Maternity Program



24/7 Nurse Line & Online Chat

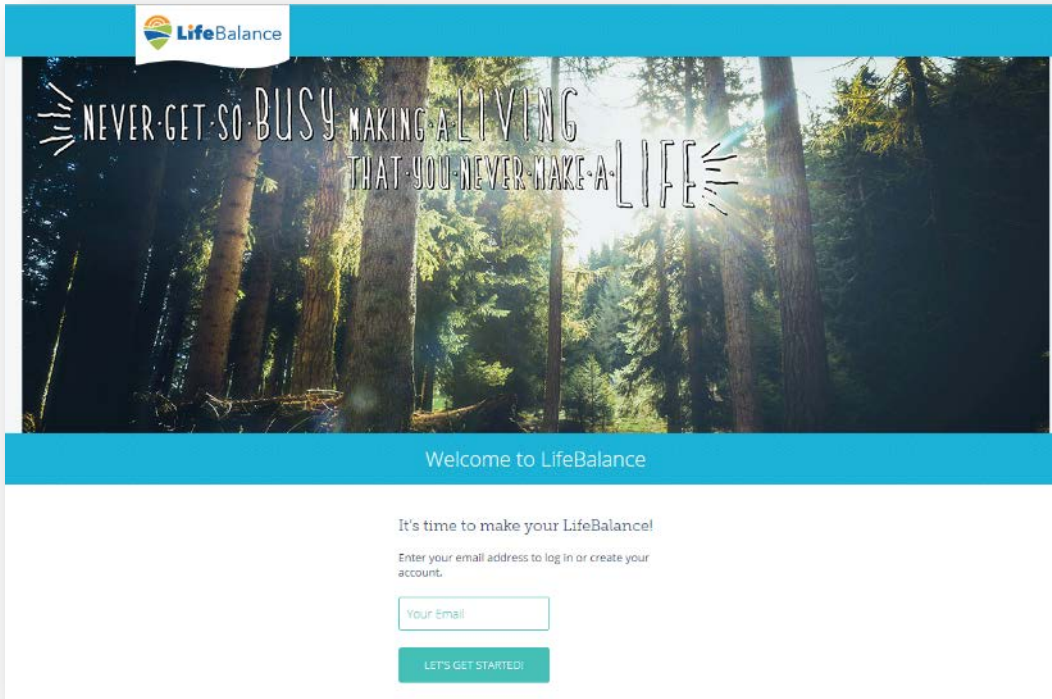
Member Health Resources (cont.)



- **Nurse24™**—Have a medical question? Need care advice? Should you see a doctor? FirstCare members can talk to a nurse by calling Nurse24™ 24 hours a day, 7 days a week. This service is also available to TTY/TDD users.
- ***Expecting the Best™***—FirstCare’s maternity management program is designed to complement the care provided to our expectant mothers, emphasizing the importance of perinatal care and the patient/provider relationship, while providing access to additional support and online resources.



LifeBalance Wellness Discounts

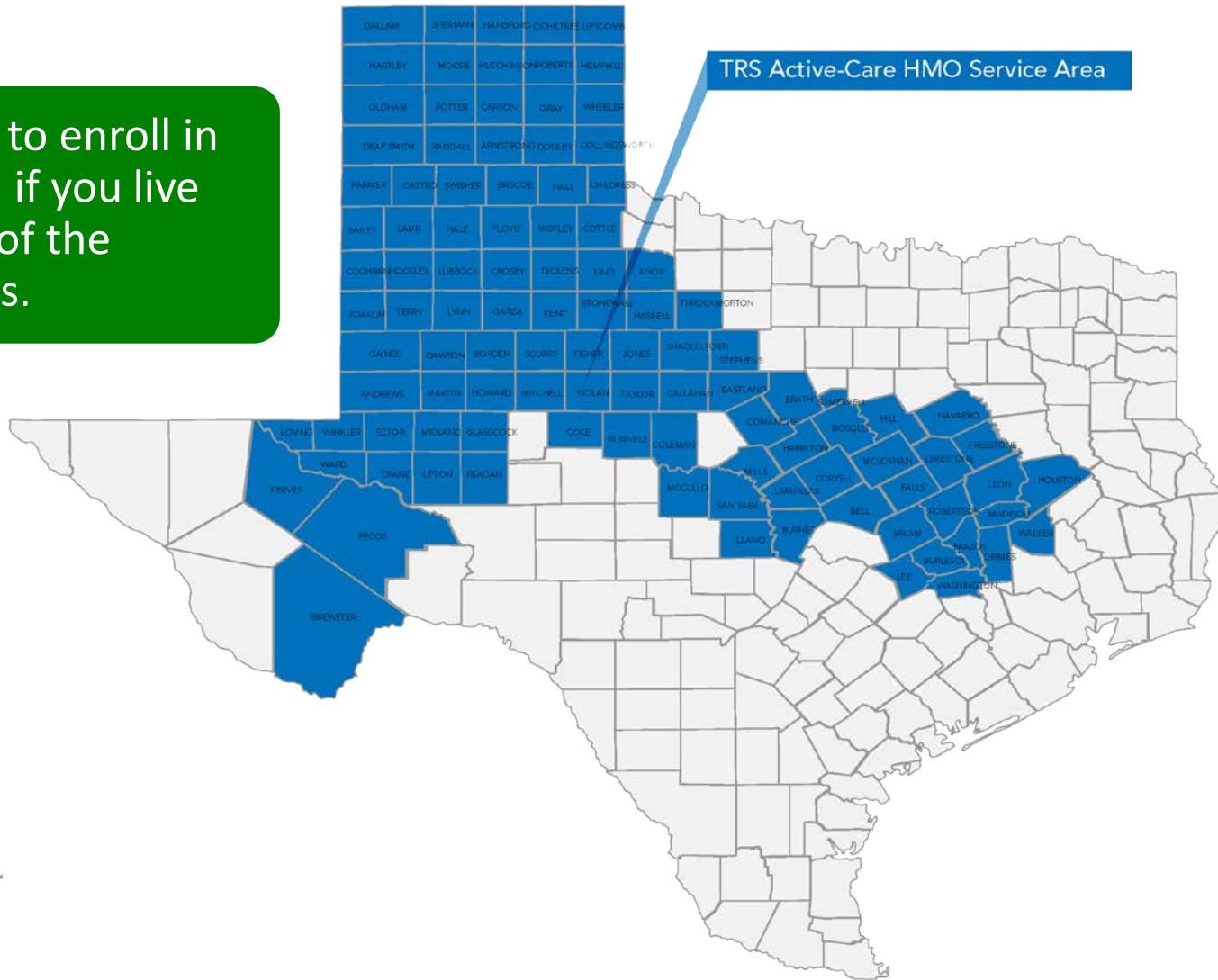


- Well-being **discounts** on:
 - Health club memberships
 - Yoga
 - Spa treatments
 - Weight management programs
 - Athletic apparel
 - Running, walking and cycling events
 - Dance classes
 - Martial arts training
 - And, more!
- Access to a user-friendly, responsive discount platform

FirstCare TRS Service Area – 108 counties across Texas



You are eligible to enroll in a FirstCare plan if you live or work in one of the shaded counties.



Abilene Region Provider Network



FirstCare has a comprehensive network of local physicians, hospitals, and pharmacies that offer a full range of medical services.

A complete list of network providers is available at [FirstCare.com/TRS](https://www.firstcare.com/TRS).

Local FirstCare Contact:
Brylee Ellison
bellison@firstcare.com
325-670-3890



Abilene Hospital:

Hendrick Medical Center

Other Regional Hospitals:

Anson General Hospital

Ballinger Memorial Hospital

Coleman County Medical Center

Comanche County Medical Center

Eastland Memorial Hospital

Fisher County Hospital

Hamlin Memorial Hospital

Haskell Memorial Hospital

Heart of Texas Memorial Hospital

Knox County Hospital

Mitchell County Hospital

North Runnels Hospital

Rolling Plains Memorial Hospital

Stamford Memorial Hospital

Stephens Memorial Hospital

Stonewall Memorial Hospital

Throckmorton County Memorial Hospital

Amarillo Region Provider Network



FirstCare has a comprehensive network of local physicians, hospitals, and pharmacies that offer a full range of medical services.

A complete list of network providers is available at [FirstCare.com/TRS](https://www.firstcare.com/TRS).

Local FirstCare Contact:

Dana Nicklaus

dnicklaus@firstcare.com

806-584-5311



Amarillo Hospitals:

Baptist St. Anthony's Hospital (BSA)
Plum Creek Specialty Hospital

Other Regional Hospitals:

Childress Regional Medical Center
Collingsworth General Hospital
Coon Memorial Hospital
Golden Plains Community Hospital
Hansford County Hospital
Hardeman County Memorial Hospital
Hemphill County Hospital
Hereford Regional Medical Center
Moore County Hospital District
Ochiltree Hospital District
Pampa Regional Medical Center
Parkview Hospital
Parmer County Community Hospital
Shamrock General Hospital
Swisher Memorial Hospital

Lubbock Region Provider Network



FirstCare has a comprehensive network of local physicians, hospitals, and pharmacies that offer a full range of medical services.

A complete list of network providers is available at [FirstCare.com/TRS](https://www.firstcare.com/TRS).

Local FirstCare Contact:

Dana Johnston

[**djohnston@firstcare.com**](mailto:djohnston@firstcare.com)

806-784-4326



Lubbock Hospitals:

Covenant Health System
University Medical Center
Grace Medical Center

Other Regional Hospitals:

Brownfield Regional Medical Center
Cochran Memorial Hospital
Cogdell Memorial Hospital
Covenant Health System (Plainview and Levelland)
Crane Memorial Hospital
Crosbyton Clinic Hospital
HealthSouth Rehabilitation Hospital
Iraan General Hospital District
Lamb Healthcare Center
Lynn County
Martin County
McCamey Hospital
Medical Arts Hospital
Medical Center Hospital
Midland Memorial Hospital
Muleshoe Area Medical Center
Odessa Regional Medical Center
Pecos County Memorial
Permian Regional Medical Center
Plains Memorial Hospital
Rankin County Hospital
Reeves County Hospital
Seminole Memorial Hospital
Scenic Mountain Regional Medical Center
Winkler County Memorial Hospital
W J Mangold Memorial Hospital
Yoakum County Hospital

Waco/Bryan-College Station Region Provider Network



FirstCare has a comprehensive network of local physicians, hospitals, and pharmacies that offer a full range of medical services.

A complete list of network providers is available at FirstCare.com/TRS.

Local Representative Contact:

Claudia Rojas

crojas@firstcare.com

512-257-6442



Waco Hospitals:

Providence Health Center

Bryan/College Station Hospitals:

St. Joseph Regional Health Center

College Station Medical Center

Other Regional Hospitals:

Burleson St. Joseph Health Center

Central Texas Hospital

Coryell County Memorial Hospital

East Texas Medical Center – Crockett & Fairfield

Falls Community Hospital

Goodall-Witcher Hospital

Grimes St. Joseph Health Center

Hamilton General Hospital

Hill Regional Hospital

Huntsville Memorial Hospital

Lake Whitney Medical Center

Little River Medical Center

Llano Memorial Hospital

Madison St. Joseph Health Center

Metroplex Adventist Hospital

Parkview Regional Hospital

Rollins Brook Community Hospital

Seton Highland Lakes

Texas Health Harris Methodist Hospital

Stephenville

Trinity Medical Center

Why You Should Choose FirstCare

- No referral to network specialists
- Comprehensive network of quality physicians
- Texas-based customer service
- Worldwide emergency care
- No out-of-pocket costs for preventive care services
- myFirstCare Self-Service portal for 24/7 claims and benefit information
- LifeBalance Wellness Discounts
- Part of the TRS-ActiveCare program since 2003
- Serves 108 Texas counties



For detailed plan information, please refer to the evidence of coverage and schedule of benefits.

Contact Us



Please submit questions via email to FirstCare:
trsquestions@firstcare.com

You can also write or call FirstCare Customer Service:

FirstCare Health Plans
1901 West Loop 289, Suite 9
Lubbock, TX 79407
800-884-4901

TRS website:

www.trs.state.tx.us/trs-activecare

