

Spring 2018

Employee
Benefits
Newsletter

For Your Benefit



CONROE
INDEPENDENT
SCHOOL DISTRICT

Now we're getting started!

January may be the beginning of the calendar year, but spring is the fresh start we all wait for. The days get longer, the sun gets warmer and plans hatch for outdoor activities, vacations and healthy fun.

Get the best part of your year started right now. Catch up on resources and services that support mind and body, in this issue of **For Your Benefit**.

Thanks to all who attended the 10th annual Conroe ISD Employee Health Fair!

On Saturday, January 20, 2018, more than 1,000 employees and their family members met local health care providers and businesses specializing in health products and services. Over 200 Aetna medical plan members received free biometric wellness screenings by Quest Diagnostics®, and employees had the opportunity to receive screening mammograms from mobile services provided by Assured Imaging and The Rose.

Other activities included free car seat check and installation services, giveaways, chair massages, food samples, fire truck, ambulance, and police car tours, and more. For a list of exhibitors, visit www.conroeisd.net/hr/employee-wellness.

The 2019 fair will be held Saturday, January 26, 2019.

In this issue:

- Your primary care physician
- Beginning Right® maternity program
- Know where to go for care
- Stress awareness

Conroe ISD Benefits Office

Contact us with any benefits-related questions.

Call: 936-709-7808

Email: benefitsoffice@conroeisd.net

Hours: Monday through Friday 8:00 a.m. to 4:30 p.m.



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Conroe ISD Employee Health & Wellness Centers

South County – On the Oak Ridge Elementary School Campus

Scheduled appointments will take priority, although same-day appointments and walk-ins are welcome.

19675 I-45 South, Suite 100
Conroe, TX 77385
281-465-2873

Monday: 8:00 a.m. to 5:00 p.m.

Tuesday/Wednesday/Thursday: 10:00 a.m. to 6:00 p.m.

Friday/Saturday: 8:00 a.m. to 12:00 p.m.

Sunday – Closed

North County – Memorial Hermann Medical Group Conroe

Appointments required. Call the clinic about same-day appointment availability.

690 South Loop 336 West, Suite 140
Conroe, TX 77304
936-270-6000

Monday – Thursday: 8:00 a.m. to 5:00 p.m.

Friday: 8:00 a.m. to 12:00 p.m.

Saturday/Sunday – Closed

For more information about the Centers and to schedule your appointment online, visit ConroeISDClinic.com.

Using the Centers: Tips & Notes

Walk-in Patients: Be sure to call ahead to determine availability and have a better experience at the clinic. It is especially important to make an appointment or call ahead during peak times such as cold and flu season, after school, and on Saturdays.

Walk-in patients for sick visits and acute care needs will be taken up to 45 minutes before closing time, or when the clinic reaches maximum capacity. Physicals, well-person, follow-up and chronic care visits must be scheduled in advance to allow sufficient time to complete the visit.

No-shows: If you're not able to make it to your appointment, please let the clinic staff know at least 30 minutes before your scheduled appointment time. Patients who don't keep appointments without informing the clinic staff affect the clinics' abilities to see other patients, including sick patients who may need same-day appointments.

HSA Participants: Individuals enrolled in a health savings account (HSA) are not eligible to receive services from the Centers.

Your PCP: A good relationship to have

Your primary care physician (PCP) is an important health care provider, coordinator and communicator. Through routine exams, preventive screenings and other basic care, he or she gets to know you and your needs. When you need specialty care, your PCP can help you find the right doctor in your plan's network.

If you're enrolled in the Aetna Whole HealthSM plan, you're required to designate a PCP to coordinate your care and provide referrals to specialists when needed. You don't need referrals for emergency care, urgent care, routine Ob/Gyn visits, annual screening mammograms, behavioral health practitioner visits or routine eye exams.

If you're enrolled in the HDHP, you're not required to select a PCP, but it's a good idea (see why above). Your PCP is your health care "home" and can save you the hassle of repeating your health history, concerns and information to a new doctor each time you need care.

Enrolled in an Allstate[®] cancer plan or Aflac[®] critical illness plan?

Don't forget to take advantage of the wellness benefit, which pays you a set dollar amount when you receive a covered health screening. Claim forms are available online at conroeisd.net/hr/benefits-forms.

Questions? Contact Allstate at 1-800-521-3535 or Aflac at 1-800-433-3036.

Expecting? Give your baby a healthy start in life

The Beginning Right maternity program can help expecting moms and dads welcome a healthy baby into the world. If you're a CISD Aetna medical plan member, the program is free and confidential and offers:

- Support from an Ob/Gyn-trained nurse. Talk with the nurse about topics ranging from early labor symptoms to newborn care.
- Help with pregnancy-related questions and worries.
- Emails with information about prenatal care, labor and delivery, vaccines and more.
- Information for Dad or partner.
- Smoke-free Moms-to-Be[®] program, for help to quit tobacco for good.

Beginning Right is available in English or Spanish. To join the program, call 1-800-CRADLE-1 (1-800-272-3531) weekdays from 8:00 a.m. to 7:00 p.m., or log in to aetna.com and click Stay Healthy>Health Programs.

Reminder for family status changes and other qualified life events

When certain life events occur, such as marriage, birth or spouse employment change, you may make changes to your benefits that are related to the event.

Be sure to contact the Conroe ISD Benefits Office no later than 30 calendar days after the event date to request a change. Otherwise, you can only make changes during annual enrollment.

Need help in a hurry? Know where to go.

The active days of spring and summer are upon us — and so are bug bites, poison ivy, sports injuries and other mishaps. Be ready! Know where to go when you need help in a hurry.

When a life is in danger, there's no question: go to the nearest emergency room (ER) or dial 911. If it's not an emergency, you've got other options that cost far less and get you in and out in less time.

The chart below shows options for non-emergency and emergency care.

Still not sure?

Call the **24/7 Informed Health® Line at 1-800-556-1555** and talk with a registered nurse who can help you:

- Decide where to seek care
- Understand symptoms and options for self-care
- Find a network doctor
- Know more about a medical test or procedure
- Prepare for a doctor visit
- Learn about a wide range of health topics
- Link to videos related to your question or concern, via email
- Make smarter health decisions

Call as often as you need to; there's no extra cost.

Resource	CISD Employee Health & Wellness Center	Walk-in clinic	Urgent care center	Emergency room	Teladoc®
When to use	As a PCP and for minor problems such as: <ul style="list-style-type: none"> ▪ Colds and flu ▪ Earache, headache ▪ Fever ▪ Minor cuts and burns ▪ Sore throat ▪ Sprains or strains 	For non-emergency, minor issues such as: <ul style="list-style-type: none"> ▪ Allergies ▪ Bronchitis ▪ Colds and flu ▪ Earache, headache ▪ Sore throat 	For serious but not life-threatening situations such as: <ul style="list-style-type: none"> ▪ Bronchitis ▪ Cuts requiring stitches ▪ Flu ▪ Headache ▪ Lower back pain ▪ Sprains, fractures 	For emergencies that can permanently impair or endanger life, such as: <ul style="list-style-type: none"> ▪ Trouble breathing ▪ Chest pain ▪ Severe or uncontrollable bleeding ▪ Other symptoms you believe may put your life at risk 	Talk with primary care doctors via phone or video consult for help with non-emergency problems such as: <ul style="list-style-type: none"> ▪ Cold, flu ▪ Allergies ▪ Bronchitis ▪ Sinus problems
How to find it	Two convenient locations: Oak Ridge Elementary School Campus 19675 I-45 South Suite 100 Conroe, TX 77385 281-465-2873 Memorial Herman Medical Group Conroe 690 South Loop West Suite 140 Conroe, TX 77304 936-270-6000	Log in to aetna.com and click Find Care to locate walk-in clinics in your area. Tap into the Aetna Mobile app at www.aetna.com/mobile to find nearby walk-in clinics.	Log in to aetna.com and click Find Care to locate urgent care centers in your area. Tap into the Aetna Mobile app at www.aetna.com/mobile to find nearby urgent care centers.	ERs can be located at hospitals or operate as freestanding ERs. Using the ER for non-life-threatening issues is very costly and time-consuming.	Set up your account at Teladoc.com . When you need a consult, log in to your account or call 1-855-TELADOC (1-855-835-2362) . Download the Teladoc app from the App Store or Google Play*.
Member cost by plan	Aetna Whole Health: \$10 HDHP: \$10	Aetna Whole Health: \$45 in-network HDHP: 30% after deductible for in-network; 50% after deductible for out-of-network	Aetna Whole Health: \$75 in-network HDHP: 30% after deductible for in-network; 50% after deductible for out-of-network	Aetna Whole Health: \$350 for both in-network and out-of-network (waived if admitted). Non-emergency care is not covered. HDHP: 30% after deductible plus \$150 copay for both in-network and out-of-network. 50% after deductible for non-emergency care.	Aetna Whole Health: \$40 per consult HDHP: 30% after deductible, up to maximum of \$40

*App Store is a service mark of Apple, Inc, registered in the U.S. and other countries. Google Play is a trademark of Google, Inc.

For help with claims and payments, finding network providers, benefits-related questions and more, call **Aetna Member Services at 1-866-381-8933**. Representatives are available Monday through Friday from 8:00 a.m. to 6:00 p.m. You can also visit Aetna Navigator, your secure member website at **aetna.com** for benefit information 24/7.

April is Stress Awareness Month

Everyone feels stressed from time to time. But when feelings of stress and anxiety are persistent and get in the way of daily life, health problems can result. Stress has been linked to high blood pressure, trouble sleeping and the ability to control conditions like diabetes and asthma.

While you can't eliminate stress completely, you can take steps to reduce and control it. Here are some ideas that can help:

Breathe — Before reacting to a stressful situation, stop and take a few deep breaths. Give yourself time to process what's going on. You'll then be better able to respond.

Set priorities — Instead of trying to do everything on your to-do list, pick the most important three tasks and complete them. Then tackle the next three most important.

Set limits — You don't need to be a superhero! Take note of when you're trying to do more than is humanly possible. Be realistic in what you can accomplish.

Exercise — Take a walk, run, golf, swim, dance, do yoga. Physical activity has a calming effect and releases "feel good" hormones.

Stay present — Constantly focusing on "what's next" creates anxiety. Take a breath and turn your attention to the present.

Talk to someone — Talking to a friend, loved one or other trusted person can do wonders. It gives you perspective and can help you solve problems.

If stress becomes overwhelming ...

- Talk to your PCP, who can refer you to the right resources for counseling and other services.
- Consider televideo counseling services from Aetna Behavioral Health. Meet with a counselor using your computer or smart device. For each session you'll pay:
 - \$45 if you are enrolled in the Aetna Whole Health plan
 - 30% after the deductible if you are enrolled in the HDHP.To learn more, call MDLive at **1-888-282-2522**.

Source: Aetna Inc.



Wishing you and your family good health this spring!