



Melissa Rodriguez
Director, Network Management

August 6, 2018

Re: Conroe Independent School District medical plan

Dear Health Care Professional/Hospital Administrator:

We understand that some participating providers are mistakenly turning away Aetna members with Conroe Independent School District (ISD) medical plans. We want to clarify that Conroe ISD members:

- 1) are **not** associated with the Teacher Retirement System's (TRS) medical plan, and
- 2) have access to our broad Aetna SelectSM network of providers.

Here's what you need to know

Conroe ISD is a Non-ERISA, self-funded client. The Conroe ISD medical plans are independent of TRS, and benefits of these plans are very different.

Conroe ISD offers its employees coverage that includes two tiers:

- Tier 1 - providers in the Aetna Whole Health - Memorial Hermann Accountable Care Network where members will receive the highest benefits level
- Tier 2 - providers in the Aetna SelectSM network where members can also get care, but at a lower benefits level

Here's a snapshot of benefits as of September 1, 2018:

Benefit	Tier 1	Tier 2 (Aetna Select SM)
Deductible (plan year)	\$1,000 Ind/\$2,000 Family	\$2,500 Ind/\$5,000 Family
Out-of-Pocket max (plan year)	\$5,000 Ind/\$10,000 Family	\$7,350 Ind/\$14,700 Family
Member coinsurance	10 percent	35 percent
PCP office visit	\$30 Copay	\$50 Copay
Specialist office visit	\$45 Copay	\$80 Copay

Deductibles and out-of-pocket maximums cross-apply. Care from non-participating providers is not covered unless it is for emergency services.

We require members in the Conroe ISD plan to have a primary care physician (PCP) on file with us. The PCP is responsible for **all required** referrals to specialists. The only specialists that don't require a PCP referral are:

- OB/GYNs
- Behavioral health practitioners
- Optometrists

Conroe ISD also offers a CPOSII network High Deductible Health Plan covering about 145 members. This plan features in- and out-of-network benefits.

We're here to help

Have questions? Just call your local Aetna network manager or our Provider Service Center at **1-888-632-3862**.

Sincerely,

A handwritten signature in black ink, appearing to read 'Melissa Rodriguez'.

Melissa Rodriguez
Director, Network Management

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