

# 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.



# Premium Information



Coverage Category	2018-2019 Premiums
Employee Only	\$534.04
Employee and Spouse	\$1,348.92
Employee and Child(ren)	\$849.76
Family	\$1,385.36



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

# FirstCare Benefit Highlights

- No referrals to FirstCare specialists
- Same deductibles, copays and coinsurance as last year's plan
- 100% preventive care coverage
- \$0 PCP office visit copayments for dependents, age 19 and under
- Maximum out-of-pocket includes medical and Rx deductibles, copayments & coinsurance
- No Rx deductible for generic drugs
- \$0 copayment for some generic drugs
- Comprehensive network of quality physicians
- Coverage for emergency services
- Texas-based customer service



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

# Medical Benefits Overview for 2018-2019



## 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 2018-2019

- 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

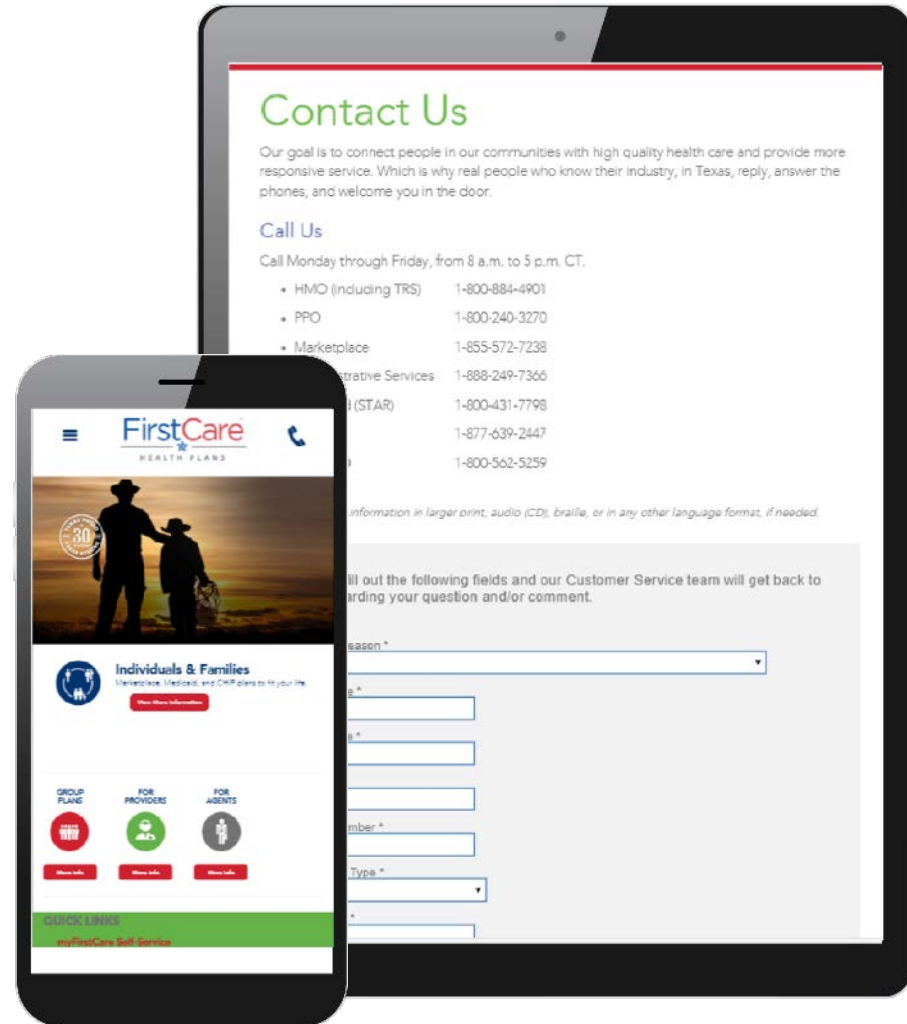
Select Generic/ACA	Tier 1	\$0
Preferred Generic	Tier 2	\$15
Preferred Brand/ Non-Preferred Generic	Tier 3	\$40*
Non-Preferred Brand/ Non-Preferred Generic	Tier 4	\$100*
Specialty/Injectables	Tier 5	20%*

\*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](https://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**





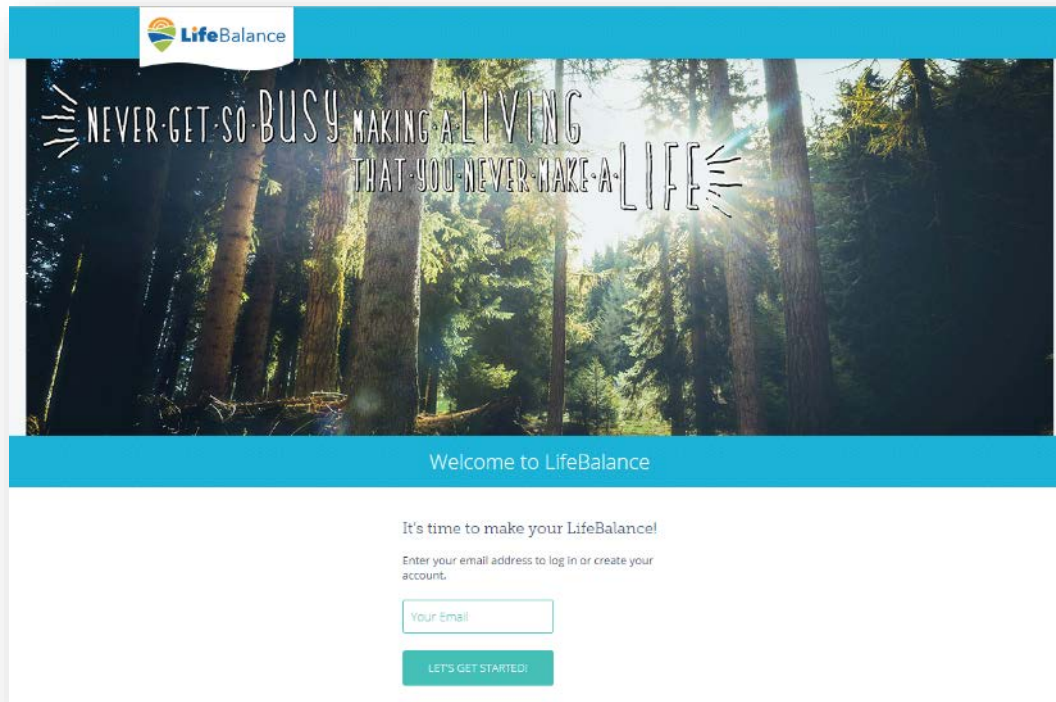
# Member Health Resources (cont.)



- **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

# Healthy Programs: GoNoodle



At FirstCare, we care about the health of our members and our communities. That's why we sponsor programs such as **GoNoodle**—online movement videos that get elementary-age students moving at school and at home.

We recently partnered with GoNoodle for three years to make the premium version of GoNoodle, **GoNoodle Plus**, available to Potter and Randall counties in Amarillo, impacting:

- 62 Elementary Schools
- 1,600+ Teachers
- 29,700+ Students

GoNoodle delivers measurable gains in academics and in health and includes hundreds of interactive videos and games to help kids stay energized and focused.

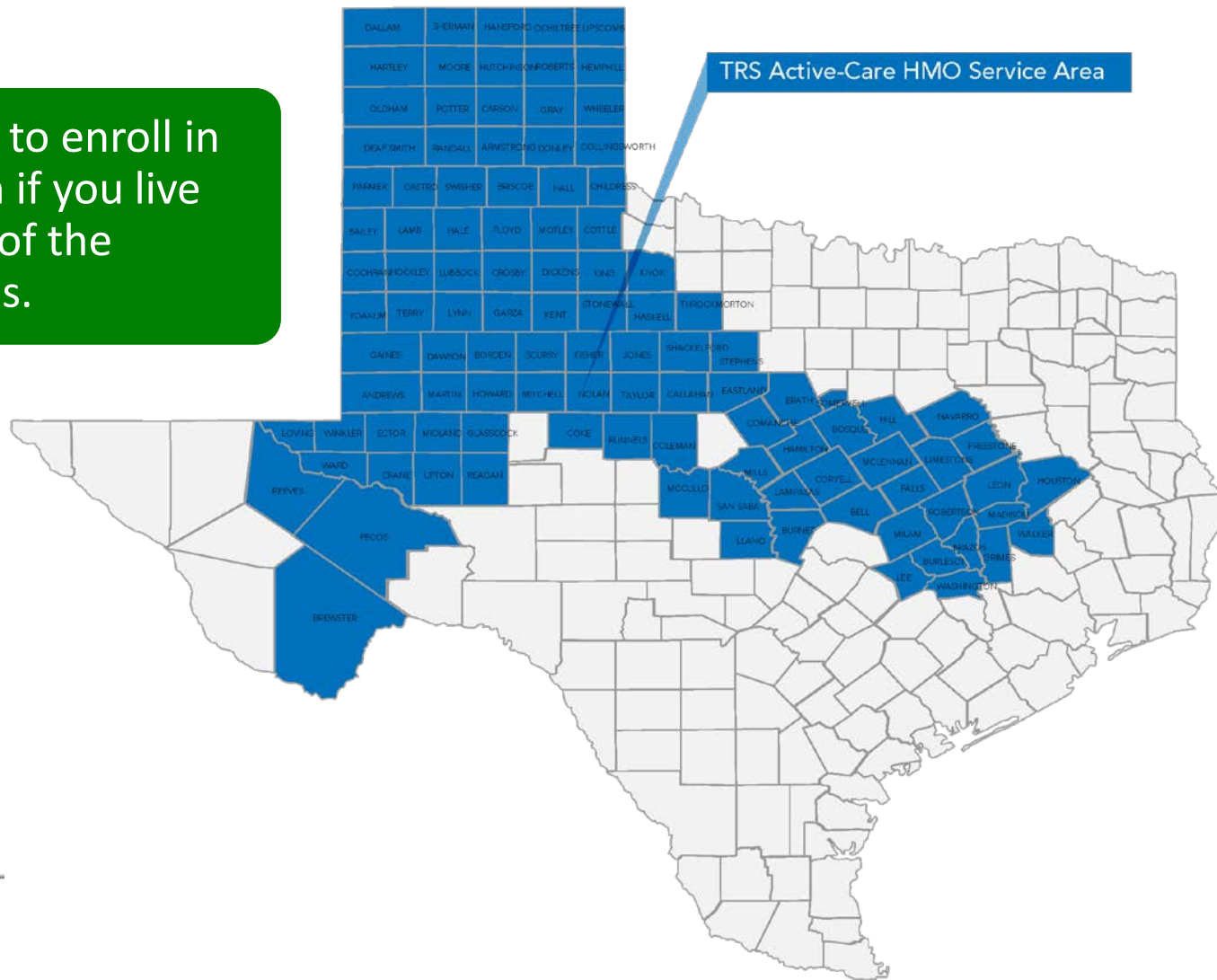


# GoNoodle

# 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](http://FirstCare.com/TRS).

Local FirstCare Contact:  
**Brylee Ellison**  
[bellison@firstcare.com](mailto: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](mailto: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](http://FirstCare.com/TRS).

Local Representative Contact:

**Claudia Rojas**

[crojas@firstcare.com](mailto: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](mailto: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](http://www.trs.state.tx.us/trs-activecare)

