



MEMORANDUM

TO: Diocese of Victoria Full-Time Benefit Eligible Staff
FROM: Melissa Salinas, Diocesan Director of Human Resources
Marie Garcia, Diocesan Human Resources Assistant
RE: 2021 – 2022 Benefit Plan Options for Open Enrollment, May 4, 2021 – May 27, 2021
DATE: Tuesday, April 20, 2021

**It's that time of the year for Benefits Open Enrollment,
beginning Tuesday, May 4, 2021 and ending Thursday, May 27, 2021**

Every year The Reta Trust reviews your benefit plans and programs to ensure you and any eligible family members are offered healthcare benefits with the highest levels of quality and access at the most affordable cost. And for that reason, every year there are some changes.

This year, the Reta member Board of Trustees approved provider changes for medical, pharmacy and wellness programs beginning with the 2021-2022 plan year. *How this benefits you?* These changes will bring you and any covered dependents wider access to an expanded offering of benefits and programs.

Remember, this is your once-a-year opportunity to choose the benefits you will have for the plan year that begins on July 1, 2021. So, take a close look at what's new and take the time to compare plan features and costs of your medical plan options. Then pick the one that best suits your personal and financial needs.

If you need further help or have questions, please refer to the listing of benefit provider customer services numbers that you can call to talk to a representative or contact the Diocesan Office of Human Resources staff. Also click on the links provided in the following document for more information.

The Diocesan Office of Human Resources staff will travel to the parishes and schools during the May 2021 open enrollment period to review and discuss the upcoming changes that become effective, July 1, 2021. More information will be provided as it becomes available. Please begin reviewing your personal information and updating mailing addresses to ensure timely receipt of new ID cards through your [RetaEnroll360](#) individual account.

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What’s new for the 2021-2022 Reta plan year

With open enrollment just around the corner, it’s a good idea to understand what is changing this year and how these changes bring new opportunities with the decisions you make during open enrollment.

The Reta Board of Trustees approved the consolidation of UHC, Aetna and Anthem into **Blue Shield of California (BSC)** effective July 1, 2021. This decision lowers costs, ensures optimal healthcare programs, brings members state-of-the-art technology and provides best-in-class customer service for you and any covered family members.

Medical Provider Ends June 30, 2021	Medical Provider Begins July 1, 2021
Anthem Blue Cross Blue Shield	Blue Shield of California
Prescription Plan Ends June 30, 2021	Prescription Plan Begins July 1, 2021
Elixir (Previously EnvisionRX)	CVS Pharmacy
Wellness Programs Ends June 30, 2021	Wellness Program Begins July 1, 2021
WebMD/WW	Wellvolution (Blue Shield of California)
Livongo	
Vivante	

How to confirm your providers are in the BSC Provider Network

One of the primary objectives in choosing BSC was that the network match compared to current Reta plan networks is 99.1% nationwide. Although there’s a very good chance your providers are included in the BSC network, it’s a good idea for you to check for yourself.

To find doctors, urgent care centers, mental health providers and medical equipment providers in the BSC provider **network outside of California**, click [here](#).

In the unlikely event that your current in-network providers are not included in the BSC provider network, you can call the BSC *Member Services* team at **888-772-1076**. BSC will support in-network coverage for one year. For more on BSC click [here](#).



CVS Caremark (CVS) will replace your current pharmacy plan

CVS will be Reta's new Pharmacy Benefit Manager (PBM) with the new plan year starting 7/1/21. And as a result of the partnership between CVS and BSC, you will have the convenience of carrying **only one ID card for both BSC medical and CVS prescription benefits.**

Your claims history will be automatically transferred to CVS for open prescription refills, prior authorizations and formulary drug claims so employees will not be required to obtain new scripts or prior authorizations from their doctors after July 1, 2021.

CVS Transition Notes

CVS direct member outreach for formulary disruption and specialty medications

- If your formulary drug with your current pharmacy provider becomes a non-formulary drug with CVS, CVS will send you a letter explaining next steps. To see a list of CVS non-specialty medications click [here](#).
- CVS will also reach out directly to you on specialty medications. To see a list of CVS Specialty Formulary medications click [here](#).

****Please note: The links to verify medications include all medications within the national CVS database. Some medications listed may be excluded from the Reta plans as they do not align with the Catholic Ethical and Religious directives. During open enrollment, you will have access to a Reta specific link so you may identify covered and excluded medications, preferred medication alternatives, and member cost share.**

Go to this Reta microsite for complete details about CVS

Here you will find all the information you will need about the CVS pharmacy plan. Click [here](#) and explore.



What the BSC and CVS partnership means to you

The decisions by Reta's Board of Trustees to consolidate benefit plans and integrate third-party wellness and cost management programs is a win-win for Reta members for several reasons.

- **Members will carry one ID card to use for both medical and pharmacy benefits.** And that's because the transition to CVS will be integrated with the change to BSC.
- CVS brings a nationwide network of pharmacies that includes Walgreens, Walmart, local pharmacies and CVS stores.
- With the integration of CVS and Blue Shield, members will realize the benefits of simplified administration and direct phone call access to benefits experts who are standing by to answer any questions you may have.
- As a Reta member, once you enroll in BSC, they you will receive *Welcome Kits* and a single ID card for BSC medical and CVS pharmacy benefits prior to July 1.

Reta's integrated wellness programs

After a careful review of other wellness plan options, the Reta Board of Trustees decided to implement wellness programs that are integrated with Reta medical plan carriers beginning with the new 2021-2022 plan year. Reta's new wellness program is *Wellvolution* through BSC. When you enroll in BSC you are automatically eligible to participate in the wellness program for no additional cost.

***Wellvolution* through BSC**

To learn all about *Wellvolution*, click [here](#) and explore.

Wellness transition notes

- As a transitional program, Reta created an interim Wellbeing program to bridge the gap between the beginning of January to July 1, 2021 when the new integrated wellness programs begin. The interim Wellbeing programs include the *Reta Virtual Pilgrimage*, a free Virtual Checkup through *Catapult Health* and *Weight Watchers (WW)*.
- Communications to members will go out in late June to wrap up these programs. Special awards for those who completed the 480-mile Reta Pilgrimage will be announced in early July.
- And take full advantage of these wellbeing programs before they end on July 1. **And there is NO COST to participate.** Find out how to sign up today. **For more information call RetaEnroll Customer Services at 877.303.7382.** Open M-F 8:30 am to 8 pm EST.



Frequently Asked Questions (FAQs)
Answers to some common questions
about the 2021 Open Enrollment

Q. Why is The Reta Trust making changes?

A. The Reta Trust continually takes a hard look at our benefits partnership lineup to assure we are supporting Reta’s founding commitment to provide healthcare benefits with the highest levels of quality and access at the most affordable cost. The changes we made for the 2020-2021 plan year will bring you wider national access to an expanded offering of benefits and programs at a lower cost.

Q. What are the changes?

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Q. When will these changes happen?

A. The new medical, wellness and prescription plans begin July 1, 2021.

Q. Will we be able to keep our doctors?

A. One of the primary objectives of choosing Blue Shield of California (BSC) was that the network match compared to current Reta plan networks is 99.1% nationwide. Although there’s a very good chance your providers are included in the BSC network, it’s a good idea to check. To find doctors, urgent care centers, mental health providers and medical equipment providers in the BSC **provider network outside of California**, click [here](#).

Q. What if my family and I are in the middle of treatment, hospitalized, have a pre-authorized surgery or are in Medical Case Management?

A. Beginning in June, Aetna, Anthem, and UHC will provide files to BSC to transition your authorizations and services. Additionally, BSC will contact you to ensure you are receiving support through the transition.



Q. How will you receive credit for your deductibles and out-of-pocket accumulations?

A. Aetna, Anthem and UHC will provide reports to BSC on your deductibles and out-of-pocket accumulations in late June and then again in early July.

Q. What is happening to WebMD, WW, Livongo, and Vivante Health?

A. The Reta Wellbeing programs will end June 30 and services previously offered by Livongo and Vivante Health will be provided through BSC’s Wellvolution. If you are a Livongo or Vivante Health member, BSC will email you sometime after July 1 to invite you to complete the self-assessment and enroll in Wellvolution programs of your choice. An important benefit of these integrated wellness programs is that information can be shared with your care delivery team to provide a more holistic view of your health status.

Q. Is Reta providing wellness incentives?

A. Yes, all BSC members over 18 years old who complete a self-assessment and enroll in a lifestyle or disease management program will receive a \$50 incentive.

Q. There is a lot of change happening. Where do I go if I have questions?

A. The Reta Trust is committed to supporting you through the transition. If you have questions, please refer to the resource directory below.

I have a question about...	Resource
Plan design	Your RBC: Reta Benefits Center Blue Shield of California Member Services 888-772-1076
I didn’t receive an ID card	Blue Shield of California Member Services 888-772-1076
Is my doctor in network	Click this link to see if your providers are in the BSC Network click here .
Continuity of Care	Contact BSC Member Services 888-772-1076, 5 a.m. - 8 p.m., Mon-Fri Pacific time
Wellvolution	
Medical Case Management, Hospitalization, Medical pre-authorization,	Reta Benefits Center Caremark.com Download and use the CVS App Call CVS 800-844-0719 The number will be live as of April 26th
Is my medication on the CVS Formulary	
Did my Mail Order Drug get transferred	
Did my specialty Rx get transferred	
Did my Rx authorization get transferred	
I’m at the pharmacy but don’t have my new ID card	