

1<sup>st</sup> Quarter 2023

MONTHLY  
EDUCATIONAL  
RESOURCE  
EMAIL

# Putnam County Schools Health Plan

## Benefit Information at your fingertips

Putnam County Schools Insurance offers an excellent benefit package which enables plan members to choose where to seek care. To ensure the ongoing success of the health plan, this educational resource email will provide valuable information to help you decide which health care providers and tools are appropriate for your needs.

**Welcome:** Huntington is here to HELP!

Issues w/ Claims, Providers, Carriers

Contact Our Claims Team:

[EBClientServiceTeam](#)

844-847-4757



## This Issue

Educators EAP P. 1

Live Well Work Well P. 2

TrueScripts FAQ P. 3

► Click on the boxes below to access videos



**Professional Benefits** – Managing the Classroom, Budget Boosters for Educators, Parental Challenges Resource Center, Bullies and Bullying, and Much More! Go to [Educators EAP](#) to learn more!

Workplace Wellness Blog - [Wellness Blog - ESI Group \(theeap.com\)](#)

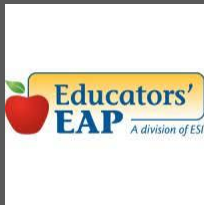
# Live Well Work Well

## Coronavirus

Updates – [Click Below](#)

[CDC](#)

Click EAP to  
Connect



[Watch the Video](#)

Cleveland Clinic  
Online Doctor

Click Below to Connect



Slow Cooker  
Recipes

Click Below –



Be Well!

**Spread the Love** ❤️ Random Act of Kindness Day Feb. 17th

**Give Blood** – Did you know each donation can save up to 3 lives?! ❤️❤️❤️

**Support Food Banks** – Aside from the obvious “food” items food banks need other donations such as toiletries, laundry and dish soap, baby supplies!

**Write a letter** – send a postcard, letter to a family member or friend you haven't talked to in a while.

**Pay it Forward** – pay for a stranger's coffee behind you in line.

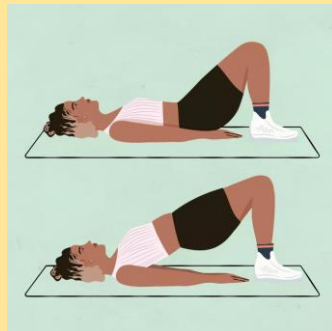
**Bake** – treat your co-workers with one of your famous recipes!

*“Whatever you put out into the universe is an energy that changes everything”*

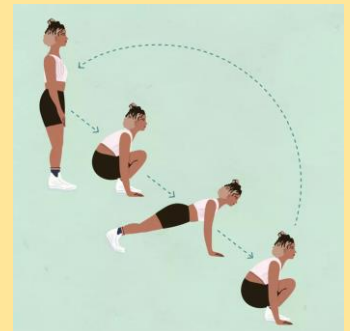
**NO ACT OF KINDNESS IS TOO SMALL!!** ❤️

## 5 Exercise Moves to Help Eliminate Annoying Aches and Pains

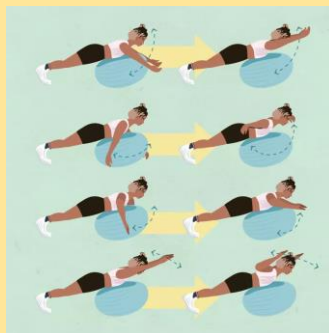
To walk with less Discomfort: **Glute Bridges**



For more Energy: **Burpees**



To prevent Shoulder Injury: **I's, T's, Y's and W's**



To avoid Back issues: **ROWS**



To stay Strong as your age: **Squats**





## Commonly Asked Questions

### ***Who is covered under my prescription benefits?***

This benefit plan covers you, your eligible spouse, and eligible children through age 26. Permanently disabled children may be eligible for some benefits after the age of 26, if they meet the requirements for continued coverage.

### ***What does my prescription benefit plan cover? What is not covered?***

Your plan covers charges for eligible drugs prescribed by a physician and dispensed by a pharmacist. Please view the Summary Plan Description for covered expenses and limitations.

### ***Do I need my Benefit ID card to get a prescription filled?***

Yes, we suggest carrying your insurance ID card at all times. Please note that you and each participating member of your family will be receiving new ID cards with the TrueScripts information on the back. It is extremely important that you use this new ID card for all prescription and medical services, after going live with TrueScripts. If you do not have your card with you and need to fill a prescription, your pharmacy may contact us at (844) 257-1955 for all the information they will need to process your prescription. To request additional ID cards, please contact your health insurance agency.

### ***How do I file a prescription claim if I didn't use my ID card at the pharmacy?***

You will need to submit a Prescription Drug Reimbursement form on our website at [truescripts.com/members](https://truescripts.com/members). Please be sure to keep all of your pharmacy receipts for reimbursement.

### ***What do I do if the pharmacy tells me a prescription has been rejected or is not covered?***

There are many reasons a prescription may be rejected - such as a problem with eligibility, step therapy requirement, or trying to get a non-covered drug. Ask the pharmacy why the prescription was rejected and contact our Member Care team for assistance.

### ***How do I know if a medication is considered a specialty drug?***

A Specialty Drug is a drug that targets and treats specific complex conditions or illnesses such as cancer, rheumatoid arthritis, hepatitis C, and HIV/AIDS. Specialty drugs require patient-specific dosing, careful clinical management, and are typically higher-cost than normal drugs. If you feel your new prescription may be for a specialty drug, please contact our Member Care team for assistance.

### ***What is Step Therapy and how do I know if it affects me?***

The Step Therapy Program encourages members to use medications that are recognized as safe and effective, but are lower-cost. To receive coverage under this program, you may need to first try a proven, cost-effective medication before progressing to a more costly treatment. Please see the Step Therapy Program Drug List for a full list of affected brand drugs. If you have any questions, please contact our Member Care team.

### ***Why are there quantity limits on certain medications?***

Medications for conditions such as migraines have manufacturer suggested quantity limits due to the therapeutic effect of the medication on your body. Please contact our Member Care team for more details on how quantity limits may impact you.



**We Are Experts in Prescription Benefits.**

Questions? Please call and speak to a care specialist who will answer your questions. **812-257-1955**