



Frequently Asked Questions

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UT CONNECT: Frequently Asked Questions

1) What is UT CONNECT?

UT CONNECT is a new benefit option for UT System employees and non-Medicare-eligible retirees living or working in Dallas, Tarrant, Collin, Denton, Parker or Rockwall counties. This benefit option is powered by the Southwestern Health Resources network and other health care providers to offer a comprehensive range of care. Building off Southwestern Health Resources' success in offering Medicare-eligible programs and commercial programs, Southwestern Health Resources is now collaborating with the UT System Office of Employee Benefits and Blue Cross and Blue Shield of Texas to bring its purpose-driven network to employees in North Texas.

The plan offers lower premiums for dependent coverage, as well as lower copays and deductibles than UT SELECT. The key difference is that UT CONNECT emphasizes the importance of establishing a primary care medical home — a model that has led to better health outcomes and improved patient experience for members. To receive benefits through UT CONNECT, each member must:

1. Select a primary care physician (PCP)
2. Request a referral from their PCP for specialty care
3. Receive all care from providers who participate in the network (view participating physicians, hospitals and other health care providers at www.bcbstx.com/UTCONNECT)

2) Which physicians and hospitals are in the UT CONNECT network?

UT CONNECT members have access to a comprehensive range of care through more than 10,000 physicians, caregivers, hospitals and urgent care centers (see next question) located throughout North Texas, including:

- 1,500 primary care physicians (i.e., family practice, general practice, internal medicine and pediatricians) and caregivers, such as nurse practitioners and physician assistants
- Specialists, including hospital-based practitioners (e.g., anesthesiologists, radiologists, pathologists, ER physicians and hospitalists) and other types of caregivers, such as chiropractors

Facilities that are part of the network include:

- UT Southwestern Medical Center (including all clinical faculty, clinical centers, Clements University Hospital and Zale Lipshy University Hospital)
- All Texas Health Resources hospital locations (including Texas Health Presbyterian, Texas Health Arlington Memorial, Texas Health Harris Methodist and many others) and Texas Health Physicians Group locations
- Pediatric care through Cook Children's Medical Center, Children's Health and Medical City Children's providers

For a comprehensive list of providers, please visit www.bcbstx.com/UTCONNECT. Providers not included on this list are considered out-of-network, and no benefits will be paid for care received from out-of-network providers.

3) Which urgent care centers are part of the UT CONNECT network?

There are over 150 urgent care facilities and retail health clinics in North Texas including these popular service providers: MedPost, Primacare, MedSpring, Concentra, Cook Children's and Minute Clinics.

Additionally, a national network of urgent care providers is available throughout the U.S. and can be located by contacting BCBSTX Customer Service at 888-372-3398.

4) What if I have an emergency and can't get to a network provider?

In an emergency, go to the nearest facility for care, in or out of the network. Emergency care is always covered in a true emergency situation (e.g., heart attack, broken bones, head injuries, severe pain, severe bleeding, etc.).

5) What do I do if I am traveling and need non-emergency care?

Your first call should be to your PCP, who may be able to call in a prescription or provide medical advice. If you cannot reach your PCP:

1. Call Customer Service at 888-372-3398 or visit www.bcbstx.com/UTCONNECT to locate an in-network urgent care facility nearby.
2. Contact the 24/7 Nurseline (phone number listed on the back of your ID card) to speak with a nurse about your symptoms.

6) Will the list of providers participating in the network be updated during and after enrollment?

Yes. The provider list will continue to change as our network expands and evolves. The most current information will always be available on our website at www.bcbstx.com/UTCONNECT.

7) Can I see any doctor I choose that's part of the network?

When you need to see a doctor, contact your primary care physician. Your PCP will either treat you or refer you to a network specialist or facility for further care. If you visit a specialist without a referral from your PCP, your care may not be covered — even if it's at a network provider. As your primary care medical home, your PCP will ensure you are receiving the most efficient and effective treatment for all your health care needs.

8) Do I need to see a primary care physician to authorize my annual well woman (GYN) visit?

No.

9) If I'm already seeing a primary care physician or specialist that is in the UT CONNECT network, will I be able to continue seeing this physician? What if he/she is not accepting new patients?

If you are an existing patient of a primary care physician who is participating in the UT CONNECT network, simply select that physician as your PCP when you enroll for UT CONNECT. There is no need to change doctors. If you are seeing a specialist who participates in the UT CONNECT network, contact your PCP to arrange for a referral to that specialist. It may be as simple as a phone call, or your PCP may want to schedule an office visit to learn more about your condition and ensure that you are receiving the most effective care.

10) What if I see a doctor who's not in the network?

The plan doesn't cover care received out-of-network, except for medical emergencies. If you receive non-emergency care from a doctor who is not in the network, the plan will not pay benefits for those services.

11) What if I have difficulty getting an appointment with a primary care physician in the UT CONNECT network?

Our goal is for our members to receive the care they need, when they need it. With over 10,000 participating physicians and caregivers, we are confident that every member will be able to access care, whether from a primary care physician, specialist or other caregiver in the network.

As a UT CONNECT member, you will have a dedicated customer service team to help you find a PCP or specialist to provide the care you need. For assistance, contact Customer Service at 888-372-3398.

12) Can I choose a different PCP for each family member?

Yes. Each covered dependent can choose their own PCP. There are more than 1,500 PCPs available for adult and pediatric needs.

13) Is it possible to change my primary care physician?

Absolutely. Members may select a new PCP once per month. You can start seeing the new PCP the month after the change is made. The only requirement is that the PCP be in the UT CONNECT network.

14) What if I don't select a PCP?

If a member does not have a PCP on file as of Sept. 1, Southwestern Health Resources will assign one. If a default PCP is assigned to you, you may change to a different PCP and your new PCP selection will be effective on the 1st of the following month.

15) How long will it take for my PCP to refer me to a specialist? Will it require an office visit?

As a UT CONNECT member, your PCP will work with you to secure referrals in a timely manner. Based on your medical history and your PCP's discretion, referrals may require an office visit or may be done by phone or email. Our goal is to make this process as smooth and seamless as possible for members and providers. If you have a concern or question about a referral, contact our customer service team at 888-372-3398.

16) Will I need to pay a copay each time my primary care physician refers me to a specialist?

UT CONNECT encourages a strong relationship between patient and primary care physician. Our intent is not for members to incur extra costs, but to ensure that you receive the most effective and efficient care possible. In some cases, your PCP may be able to address a medical issue without a referral to a specialist. Keep in mind that when you enroll in UT CONNECT, your first PCP visit has a \$0 copay. This first "free" visit is a great opportunity to talk with your PCPs about specialty care you currently receive or anticipate needing in the future to expedite the referral process.

17) Is there coverage for urgent care and emergencies when someone travels internationally?

Yes. UT CONNECT uses the same network for international services as UT SELECT.

18) Is there access to urgent care centers outside of North Texas?

Yes. Urgent care providers are available throughout the U.S. If you are traveling outside North Texas and cannot access care through your PCP, contact customer service or visit www.bcbstx.com/UTCONNECT to locate an in-network urgent care facility near you.

19) If I have surgery at an in-network hospital, will all related ancillary services (e.g., anesthesia, radiology, labs, etc.) be covered at in-network rate?

If the provider is part of the UT CONNECT network, which includes many hospital-based physicians, the services will be covered at in-network rate. If the provider is not part of the network, even if a specialist recommends service, it is not covered (and will be the member's responsibility for payment). If you receive care at a UT Southwestern facility, all UT Southwestern providers are part of the UT CONNECT network and will be covered at the in-network rate.



20) If I enroll in UT CONNECT and turn age 65 in the middle of the plan year, will I have to change to UT SELECT at that time? And does this impact my spouse's coverage?

Yes. If you choose UT CONNECT and turn age 65 during the plan year (Sept. 1 – Aug. 31), you must change your medical option to UT SELECT. This change will also apply to any dependents you cover under the plan.

21) My child attends college outside the DFW area. If I choose UT CONNECT, will my child be able to receive care while away at college?

Your child should select a PCP in the UT CONNECT network and receive all preventive and routine care while at home on school breaks. The PCP may be available to provide medical advice by phone and call in prescriptions if needed.

Many colleges and universities include on-campus clinic services in your tuition and fees, making that a great option for care while your child is away. There are also in-network urgent care centers throughout the U.S. for non-emergency situations. Additionally, all emergency care is covered. If your child requires surgery or elective procedures, these would need to be performed at home but can generally be planned in advance.

Consider carefully the needs of your child and family when making this decision.

22) If I am a graduate student, will I be able to access the on-campus primary care and mental health services through UT CONNECT?

Non-emergent and preventive care provided through UT CONNECT will need to be coordinated through your PCP. This may not be as convenient for you as using the on-campus providers.