



Welcome to the Pflugerville ISD Healthcare Highways Health Plan!



Who is Healthcare Highways?

Healthcare Highways is your health plan partner, focused on making quality healthcare more accessible and affordable. We connect you with carefully selected providers through the HCH Sync network and work to keep healthcare costs manageable while giving you access to the care you need.

How Does Healthcare Highways Save You Money through HCH Sync?

We build your network with you in mind. Healthcare Highways carefully selects providers and facilities to give you access to high-quality care in your area while helping keep healthcare costs affordable.

You may notice that not every provider or facility is part of the network. That's intentional. By carefully selecting providers based on quality and value, we're able to create a network that helps keep costs low without compromising on quality.

Your Guide to Your Health Plan

Healthcare can be confusing. We're here to make it easier. Here's a simple guide to understanding your HCH Sync network, your Healthcare Highways Health Plan, and how they work together.

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Understanding Your Network

PfISD Healthcare Highways Health Plan

You've probably heard the term "in-network" before. But what does it actually mean? Your health plan's network is the group of doctors, hospitals, clinics, and other healthcare providers that have agreed to provide care to members at negotiated rates.

Understanding how your network works can help you make the most of your health plan, find the right care, and avoid unexpected costs.

Let's walk through what you need to know so you can get the most value from your Healthcare Highways Health Plan.



Healthcare Highways Health Plan Your health plan



This is your health plan and the company behind your provider network. Healthcare Highways Health Plan partners with employers and providers to provide health plan coverage and access to the HCH Sync network.

HCH Sync Your provider network



HCH Sync is the high-performance network you access through your Healthcare Highways Health Plan. The HCH Sync network includes carefully selected providers and facilities that meet our standards for quality, value, and access.

Save money by staying in-network

One of the biggest benefits of staying in-network is saving money on your care. When you choose an HCH Sync provider, your plan generally pays more toward your care, and you pay less out-of-pocket. When you see an out-of-network provider, your plan may pay less, which means you may have higher costs.



In-network providers

In-network providers are those that have contracted with your health plan and agreed upon the rates the provider will be paid. You receive the highest level of coverage (least out-of-pocket costs) when you receive in-network care from providers in your health plan network.



Out-of-network providers

On the other hand, out-of-network providers are providers who are not part of your health plan's network. Your plan does not cover care from out-of-network providers. If you receive care from an out-of-network provider, you are responsible for paying the entire bill yourself. Before receiving care, make sure your provider is in-network to avoid unexpected costs.

Understanding Your Network

Pflugerville Healthcare Highways Health Plan



What happens if I need Care Outside of Texas?

Navigating the healthcare landscape can be tricky. Whether you are staying at home or traveling, rest assured that you have medical coverage no matter where you are.



What is the name of my health plan?

You are accessing your Pflugerville ISD healthcare benefits through Healthcare Highways Health Plan.



What is HCH Sync?

HCH Sync is the network of providers that you can access if you seek medical care inside Texas. Always be sure to check that your provider is in the **HCH Sync** network so that you are accessing your in-network benefit coverage. To find an in-network provider, visit providersearch.healthcarehighways.com or call **833-841-6703**.



What if I don't see my provider in the network?

To nominate a provider, go to our website at healthcarehighways.com/nominate-provider.

Traveling outside of Texas? Don't worry, we've got you covered.

Below is a helpful guide showing your network access.

Network access inside of Texas

Healthcare Highways HEALTH PLAN

Member
Group: Pflugerville ISD
Member Name: JOHN SAMPLE
Group Number: HCH1008
Member ID: SMPL0001

Medical Plan Network
HCHsync™
HEALTHCARE HIGHWAYS®
EDI / Payer ID: 75261

Plan Details
Plan Name: HCH Plan
Deductibles:
IN: \$XXXX / \$XXXX
OUT: Not Applicable
Max Out of Pockets:
IN: \$XXXX / \$XXXX
OUT: Not Applicable

Pharmacy
RXBIN: 004336
RXPCN: ADV
RXGRP: RX2169
CVS caremark
Pharmacy Help Desk: 1-800-364-6331
RX Member Services: 1-800-334-8134
www.caremark.com

Network access outside of Texas

Pre-Certification
Notification of inpatient hospitalization is required prior to admission or within 48 hours of an emergency admission. Certain outpatient procedures may require pre-certification.

Submitting Claims
Healthcare Highways
P.O. Box 2476
Grapevine, Tx 76099
or Payer ID # 75261

Possession of this card is not a guarantee of eligibility. Members may be liable for out-of-area non-emergency costs related to balance billing. See plan for details.

Benefit Support
For benefit support and pre-certification call:
833.841.6703
Member Portal:
HealthcareHighways.com
Provider Portal:
HealthcareHighways.com/providers
Employee Assistance Program:
866.844.4864

First Health Network
OUTSIDE OF TEXAS

Check our website for in-network providers at providersearch.healthcarehighways.com

Have your member ID card ready to reference your Group ID number.

For a listing of providers in the First Health network go to myfirsthealth.com

What Providers are In-Network Near You?



Key Hospital Partners Serving the Austin Area



- 6 Acute Care Hospitals
- 2 Heart Hospitals
- 4 Surgical Hospitals
- 1 Pediatric Hospital
- 3 Behavioral Health Hospitals

Key Physician Partners Serving the Austin Area

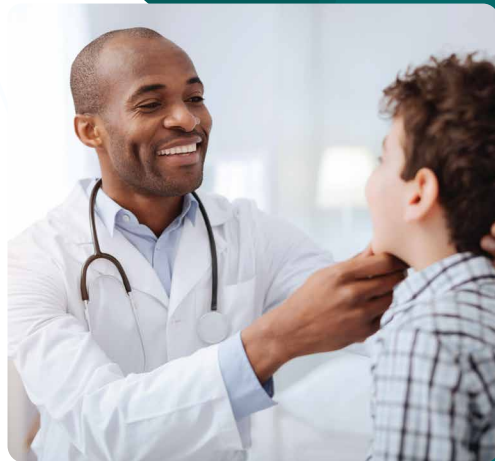
- 17 Ambulatory Surgery Centers
- 6 Free-Standing Emergency Rooms
- 53 Urgent Care Centers
- 4 Endoscopy Centers
- 989 Primary Care Providers
- 5,623 Specialists
- 22 Behavioral Health Facilities



How To Make The Most Of Your HCH Sync Plan

Importance of a Primary Care Physician

Chances are high that at some point in your life you'll have to see a doctor for a medical event. The primary care physician-to-patient relationship lies at the heart of Healthcare Highways and as a valued health-plan member, we encourage you to establish a relationship with a primary care physician (PCP).



Having a PCP has many benefits for you, including:



Better Care

Having a primary care physician who knows your medical history results in more tailored care. Data from routine checkups can help your PCP formulate a snapshot of your health status and treat and/or diagnose illnesses more precisely.

In addition, your PCP can coordinate care with specialists so that you get the most appropriate care, at the most appropriate time.



Health Savings

An established relationship with a PCP empowers you as a member to be proactive in managing your family's wellness journey, resulting in cost savings.

In fact, studies show that having a PCP results in 33% less healthcare costs compared to people without a PCP.

Additionally, in the event of a non-life threatening condition, having a PCP makes it more likely that you'll go there for care instead of an emergency room or urgent care, which can be more costly.



Time Savings

Having an established PCP enables your doctor to address health care concerns more quickly and effectively, given that they are familiar and knowledgeable with your medical history.

We're here for your health plan needs. To find an in-network provider, use our Provider Search Tool at healthcarehighways.com or call your dedicated Customer Experience Team at (833) 841-6703 for any questions.

Precertification With HCH Sync

Preparing for a Major Medical Event



Surgery is something most of us don't look forward to. From the stress of the surgery itself, to the road to recovery and everything in between, we understand it can be overwhelming. Here at Healthcare Highways we want to make the process for our members as easy and stress-free as possible. Below are some general guidelines to help you navigate the journey ahead.

If you have any further questions, please refer to your Summary Plan Description (SPD) document, accessible anytime by going to your health plan member portal.

DO YOUR RESEARCH

As with anything, doing your research will ensure you make a more well-informed decision.

- Make sure that the facility and (if applicable) the attending physician performing your procedure are in-network. Though a facility might be in-network, that doesn't guarantee that the attending physician or specialist (i.e. anesthesiologist) will be in-network also.
- Don't forget that as a health plan member, you have access to complimentary care coordination services. Your care coordination team is there to work directly with you and your primary care providers (PCPs) to identify and connect with the right in-network providers.

APPROVAL FACTORS

Whether a service is covered or approved depends on many factors.

- In most instances, the attending physician or specialist will have to prove medical necessity, meaning that the procedure they're performing is medically appropriate to diagnose or treat a condition, disease, illness, or injury.
- Even if a medical procedure is determined to be medically necessary, approval is not a guarantee of payment.
- Your provider will take the necessary steps to determine if your health plan will cover the services and verify eligibility information.

AS A CONSUMER, YOU HAVE RIGHTS

- There is the possibility that the medical service or procedure can be denied. In that event, it is your attending physician's responsibility to file an appeal on the denial with the precertification company and ask for a reconsideration. The appeal must be filed within 180 days of receiving the denial letter.
- During reconsideration, your performing doctor and a doctor from the precertification company will do a physician peer-to-peer review.
- The process can take as little as a phone call or up to several weeks.
- A procedure can still be denied after reconsideration, at which point the appeal is addressed to the health plan or an independent review organization, though it is rare.

For more information or additional assistance, reach out to your Customer Service Team at (833) 841-6703 or your Care Coordination team at (855) 205-2657.

Care Coordination

We provide you with personalized care management and navigation assistance to help eliminate barriers to health and well-being. Our care coordination team is comprised of care coordinators, registered nurses (known as care managers), and behavioral health professionals.

This team works directly with you and your primary care providers (PCPs) to identify, understand, and take control of health risks and chronic diseases so that you have the best health outcomes possible.



Care Decision Support

Helping you decide where, when and how to get the right and more affordable medical care.



Quality and Prevention

Helping you take advantage of preventable services to maintain a healthy lifestyle.



Provider Selection Assistance

Helping you locate the right doctor or facility based on your need.



Complex Care Support

Helping you maintain a healthy lifestyle when facing a major health event.



Transition of Care

Providing you with education and resources from a hospital or care facility with what you need to heal.



Behavioral Health Support

Helping you establish care with a behavioral health provider for disabilities, stress, behavioral health needs and substance abuse.



Medication Support

Helping you understand your medications and provide guidance on how to take them correctly.



Chronic Disease Support

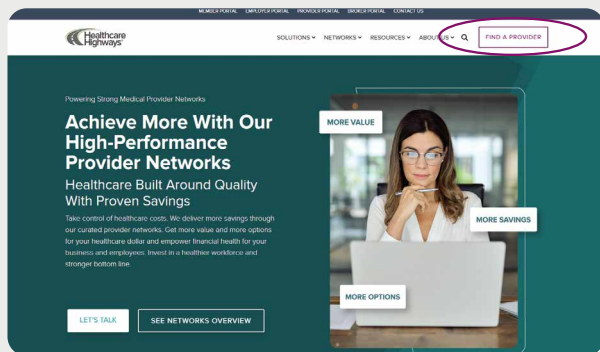
Helping you with an ongoing condition like COPD, asthma, diabetes, hypertension, heart disease and obesity to maintain a healthy lifestyle.

Reach out to your dedicated Care Coordination team at **(855) 205-2657**.

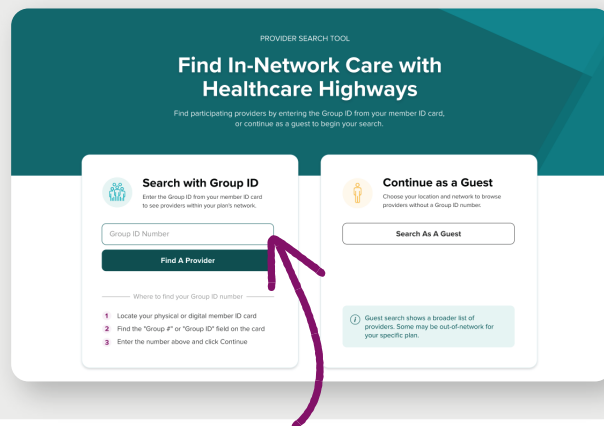
Find an In-Network Provider

Access your provider search tool with these simple steps.

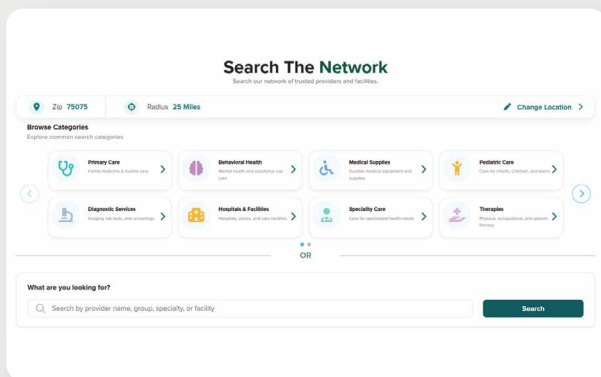
1. Visit www.healthcarehighways.com and select "Find A Provider" at the top right corner of the home page.



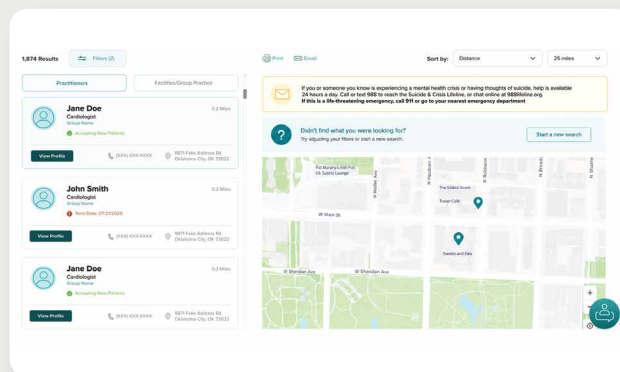
2. Start your search by entering your Group ID, then provide your location and search distance.



3. Search your way:
 - **Browse by Category** to filter providers by type of care.
 - **Use the search bar** to find a specific provider, group, specialty, or facility.



4. Your search results will appear.
 - Use the toggle above the list on the left to view **Practitioners** or **Group Practices**.
 - Sort and filter results with the **Sort and Filter** button on the right.
 - Click **View Details** for more information about a practitioner or group practice.

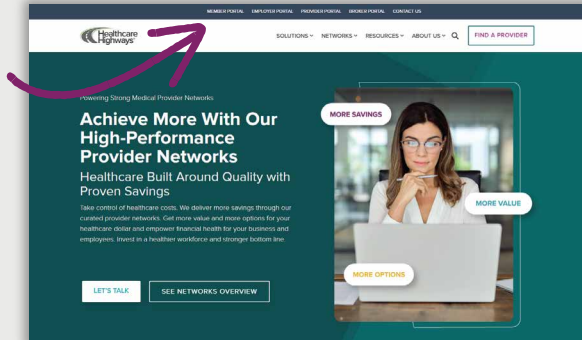


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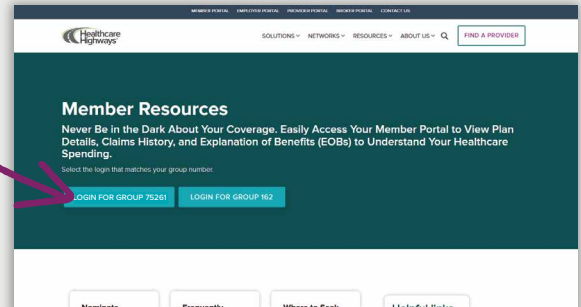
Healthcare Highways Member Portal

Access your member portal in three simple steps.

1. Go to healthcarehighways.com. You can select “Member Portal” at the top of the page, or “Member Portal” under the “Resources” drop-down menu.



2. **Select the HCH Login!**
You are part of the Healthcare Highways Health Plan, so you will select “Login for Group 75261” and be redirected to your member portal.



3. Enter your username and password if you have an existing account. If you are a new member, click on “Register as first time user.” This will take you to a form where you will enter your information. You will then get a verification email.

Forgot your password? Click the “Forgot Password” button and enter the valid login name. Click “Reset Password.” The password is sent to the registered email.

Important Note: If you have a dependent (like a spouse or child) on your plan over the age of 18, they will need to create their own individual log in to access their personal claim information. A shared email address cannot be used to access two members on the portal.

MEMBER LOGIN

User Name

Password

☐ Remember me?

Login

New Member? Sign Up

Forgot Password

For more information or additional assistance,
call our Customer Experience Team at 833-841-6703.

