

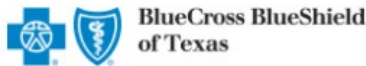
2025 – City of Hurst Medicare Advantage with Prescription Drug Plan (MAPD)



Frequently Asked Questions


Plan Design

Medical Carrier:



Medical	You pay
Deductible	\$0
Maximum Out of Pocket (MOOP)	\$500
Office Visit: Primary Care	\$0
Office Visit: Specialist	\$0
Inpatient Hospital	\$100 per admission
Outpatient Care	\$0
Home Health Care	\$0
Skilled Nursing Facility	\$0 1-100 days
Emergency Room	\$65 waived if admitted within 3 days for same condition
Urgent Care	\$0
Ambulance Service	\$0
Lab Services	\$0
Radiology Services	\$0

Durable Medical Equipment	\$0
Preventative Screenings	\$0
Chiropractic	\$0 Medicare covered services only
Acupuncture	\$0 Medicare covered services only
Podiatry	\$0 6 visits per year
Foreign Travel (World-wide) Coverage	\$65 Emergency Room - waived if admitted within 3 days \$0 Urgently Needed Care
Hearing	\$0 for routine hearing up to \$40 allowance each year \$2,000 allowance for both ears hearing aids per 3 years
Vision	\$0 for routine hearing up to \$40 allowance each year \$150 allowance for eyewear per 2 years
Dental	\$0 copay but out-of-network can balance bill \$1,000 allowance on supplement dental each year
Fitness Benefit	Silver Sneakers

Prescription Carrier			
			
Prescription	30-day Retail You pay up to	90-day Retail You pay up to	90-day Mail Order You pay up to
Annual Deductible: \$0			
Annual Max Out of Pocket: \$2,000			
Tier 1 Generic	\$0	\$0	\$0
Tier 2 Preferred Brand	\$5	\$15	\$10
Tier 3 Non-Preferred Brand	\$35	\$105	\$70
Tier 4 Specialty	\$55	N/A	N/A

Plan Questions

1. How do I enroll in this plan?

To finalize your enrollment into the plan, the enclosed application, authorized representative form, and ACH form need to be completed and returned to RetireeFirst in the included pre-paid envelope.

2. Can I stay with the current plan?

No, all Medicare-eligible retirees and/or dependents must change over to this plan. Your current plan will no longer be available.

3. When will I receive my ID card and welcome kit?

Cards and welcome kits should arrive in the month prior to your start date. Retirees and Medicare-eligible dependents will each receive their own card. Please note that each enrollee may not receive their plan information on the same day; this is normal.

4. What do I do if I lose my card?

Please call RetireeFirst at **(817)-210-6387** and we will obtain a new one on your behalf, mail you a temporary card, and call your pharmacy and/or providers if needed.

5. If I leave the plan, will it affect any of my other benefits?

No, any ancillary benefits you have with City of Hurst will stay.

6. How much do I have to pay for the plan?

For Retirees the Premium is \$90.00 per month and an additional \$270.00 for spouses per month.

7. Who do I call if I need assistance with the plan?

Please call RetireeFirst at **(817)-210-6387** to reach your dedicated City of Hurst Retiree Advocacy Team, Monday-Friday, 8am-5pm, CST.

Medical Questions

8. Is there a medical deductible?

No, there is no deductible on the new Blue Cross and Blue Shield of Texas MAPD Open Access PPO plan.

9. Is there co-insurance or copays?

Some occurrences may have a copay, please see above table or call Retireefirst at **(817)-210-6387**.

10. Does this plan require referrals?

No, this plan does not require referrals.

11. Does this plan require pre-certifications?

Some services may require pre-certifications.

12. Does this plan have a network?

Yes, but you can go to any willing Medicare provider, hospital, or facility. This plan's in and out of network benefits are the same.

13. Can I go to my current providers?

Yes, you can see any provider that accepts Medicare and is willing to bill BCBS OF TX.

14. Do I still use my Medicare card?

No, put your Medicare card in a safe place in case you need it later. You will only use your BCBS OF TX ID Card for medical and prescriptions.

15. What if my provider says they do not accept this plan?

If your provider accepts Medicare, the portion you are responsible for will remain the same whether they are considered in or out of network. You can go to any willing Medicare provider, hospital, or facility. Please call RetireeFirst at **(817)-210-6387** to assist; we can reach out to your provider to explain.

Prescription Questions

16. Is there a prescription deductible?

No, there is no deductible on the new Blue Cross and Blue Shield of Texas MAPD Open Access PPO plan.

17. Is there co-insurance or copays?

Yes, dependent on the tier level, please see above table.

18. Are my prescriptions covered?

Most likely yes, the prescription list is a comprehensive formulary just as before. Please call RetireeFirst at **(817)-210-6387** if you need help looking up your prescriptions.

19. Can I go to the same retail pharmacy?

Most likely, yes. There should be little to no pharmacy disruption. BCBS OF TX has over 66,000 pharmacies in network. You do NOT need new prescriptions for retail pharmacy refills.

20. Is there a mail order pharmacy?

There is a mail order pharmacy called Express Scripts which can be reached at **800-599-0729** CST. You can also call RetireeFirst at **(817)-210-6387** with questions about mail order prescriptions.

21. Will my prescriptions transfer from the old plan?

If you use the retail pharmacy, and have refills remaining, you do NOT need to obtain new prescriptions. If you use mail order, you WILL need to obtain new prescriptions from your provider.

22. Can I still go to the Veterans Affairs (VA) for my prescriptions?

Yes, if you obtain some prescriptions from the VA, you may continue to do so.

23. Do I need prior authorizations for certain prescription medicines?

Some prescriptions may require a prior authorization. Please contact RetireeFirst at (817)-210-6387 if you have questions or need assistance with prior authorizations as well as any other requirements such as step therapy, quantity limit, or formulary exceptions.

24. What is the catastrophic phase and is there coverage?

The catastrophic phase is a phase of coverage designed to protect you from having to pay very high out-of-pocket costs for prescription drugs. It is the final phase in your prescription drug plan and your copays will be \$0. You will remain in this phase for the rest of the plan year. This coverage phase kicks in when you reach a true out of pocket total of \$2000 for prescription drugs. Keep in mind, lifestyle and non-part D prescription drugs do not count toward your out-of-pocket total.

25. What is the annual maximum out-of-pocket (MOOP) and how does it work?

Once your out-of-pocket costs for prescription drugs reaches \$2,000, your copays will be \$0. You will remain in this phase of coverage for the rest of the plan year. Keep in mind, lifestyle and non-part D prescription drugs do not count toward your out-of-pocket total.

City of Hurst Card Sample:

Front:



Back:



Disclaimer: For complete benefit details please refer to the carrier issued materials. This document includes a simplified summary of benefits and does not create any contractual rights.