

TRS is Committed to Serving Your Health Care Needs Transcript

Hello, I'm Katrina Daniel, the Chief Health Care Officer at the Teacher Retirement System of Texas. We know that you rely on your health benefits and they are a key part of your well-being, in terms of your physical, financial and emotional health.

So I'm happy to announce today, that thanks to \$231 million from the 86th Texas Legislature, TRS care premiums will stay the same throughout the 2020 plan year.

Plus, we added new benefits to your plan.

You rely on TRS to offer coverage with high quality in-network doctors, competitive prices for care, outstanding customer service and resources to help you get the most out of your benefits. I want to take a moment to share with you some of the faces of people who work for you every day.

Here at TRS, we diligently manage your premium contributions to reduce what you'll pay for, for medical services and prescription drugs. Each day we come to our jobs passionate to work for you. Retired teachers, cafeteria workers, librarians, coaches, school nurses, custodians, bus drivers and a host of support staff. We're always working to make your health plan better.

From speaking with you about enrollment and eligibility to handling special inquiries, we're here to serve you. We also negotiate vendor contracts that harness the power of a quarter of a million retirees across Texas and beyond. This helps keep your prices for medical care and prescription drugs competitive. And our network lets you visit high quality doctors and hospitals. We also focus on telling you what you need to know in the clearest possible way.

We know health care can be complicated but it's important to us that you understand your plan. Not only do we support you here at TRS, but we partner with several vendors to administer your health benefits, and hold them to our high standards as they answer your calls, process your claims and manage your provider network.

We do this as efficiently as possible. Almost all of what you pay in premiums goes towards paying for medical services and prescription drugs. These low administrative costs make TRS-Care one of the most cost effective options available. We spend only 3 cents per dollar on administrative costs to run the program, which includes paying for our vendors, and TRS Health Program staff. That means 97% of the funds in TRS-Care go to pay for your health care.

Lastly, we know the changes in benefits in the past few years were very hard on retirees. While we can't lobby or advocate for higher benefits, we do our best to provide up-to-date facts and data to legislatures so they can make prudent decisions.

This year, the Texas Legislature ensured that most members who retired on or before December 31, 2018, would receive a one-time payment of either the amount of their monthly retirement check or up to \$2,000, whichever is less. We are excited to announce new benefit enhancements for the plan year.

Starting in January 1st, TRS-Care Medicare Advantage participants will only pay a \$5 copay for any non-preventative care service received from their primary care provider.

Starting on September 1st, TRS-Care Standard participants will see expanded benefits in telemedicine services. You'll have access to mental health services from licensed professionals right in the convenience of your own home.

We are grateful for what you've done to shape the future of Texas through your work in education, and we are committed to serving you.

- [Crowd] Thank you!

- To find more information on these benefits enhancements visit our website, trs.texas.gov.

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