

Questions from Open Enrollment Meeting (October 6, 2021):

1. Can you provide better details on the Specialty Rx updates?
  - a. These updates are concerning the high dollar specific medications and the new formulary MagellanRx is using. PIBT is reaching out to any members that are taking these types of medications. The cost will be based on your income. Any additional questions should be directed to your relationship keeper.
2. Is there a preferred pharmacy for regular Rx's such as antibiotics? (Non-90-day prescriptions)
  - a. No, you can use any pharmacy such as Walgreens, CVS, or Walmart.
3. Who is our provider? PHCS? PIBT? GPA? What do we say when asked?
  - a. PHCS, however we do not have out of network benefits. We pay all providers the same. If the provider tells you they are not a part of the PHCS network, stop and call GPA immediately in order to help the provider understand our network and benefits.
4. Is Employee Assistance Program an option to add to an employee's benefits on the portal?
  - a. Yes, if you have elected to provide this benefit to your employees.
5. Is there a way to pay our PIBT Bill online in the portal?
  - a. Yes, there is a payment option within the portal to pay online. You may pay online at <https://bit.ly/payment-PIBT> with a debit card, credit card or e-check. Credit card transactions are subject to a 3.5% processing fee. Additional information on PIBT Payment Methods is available here: <https://www.pibt.org/Content/PDF/PIBT%20Payment%20Methods.pdf>
6. When will Participation Agreement's be online?
  - a. PAs should begin to load in the portal the week of October 11<sup>th</sup>.
7. How can we show this meeting to our employees?
  - a. The meeting PIAG Insurance held on 10/6/21 should not be shown to your employees as it will give them more info than they need. Once you have completed your PA, contact Patsy and she will be happy to customize the slideshow to only show your company specific benefits available. You can elect to present this slideshow to your employee's yourself OR you can schedule a zoom meeting with Patsy for her to explain the benefits.
8. When will rates be available?
  - a. Yearbooks were loaded into the PIBT Portal on 10/5. If you still do not see one, that means that you have a custom plan and need to contact your relationship keeper with PIBT to obtain your new yearbook copy.