

- Compounding tares and credentialing
- What is the Step therapy explanation and process... Yes, it's in there
- What exceptions for Alzheimer's, Parkinson's, etc.
- Need more clarity of protocols for Step Therapy process, i.e. prescriptions, etc.
- Physician's on plan
- Some meds won't be delivered to PO box-due to signature required
- Resend Biometric Screening information to all FBISD
- Horrible-Double charged my bank account-Optum RX
- Tamiflu not covered
- High cost of medicines
- Takes time to reach deductibles
- Physician therapy limited to 8 visits, unlimited w/prior coverage
- RX transition-name brand-if too expensive & generic isn't available, they choose another medicine for you
- Overriding what the doctor is prescribing
- Not covering MRI & X-Rays
- Coverage did not start until 1/1/15, so appointment had to be post dated
- Dental Cards?-Have they been mailed yet?
- Insurance cards-please send out more cards for 16+.
- Prescriptions are at a much higher cost than Cigna and some are not covered
- Certain medicines require a two-step process to refill-needs to be one step
- UHC was closed on MLK-Cigna was 24/7
- Co-worker with brand drug for serious condition had to go through "step" when all was stable with current meds
- Brand name medicine cost increased drastically
- Communicate better to district about who to contact when having problems with Benefits-specifically with prescriptions
- Lots of difficulty with prior authorization-lots of layers to go through-multiple calls
- Prescription mix ups
- Is Airrosti currently available? There is only one day a week where they are open past 4:00 pm-NOT teacher friendly
- FSA credit card was withheld for 24 hours from time of activation
- Need a price list of prescription costs beforehand-so we may decide
- There seems to be no dollar amount cap on the 90 day mail order prescription
- FSA/Childcare online submission possibilities

- Online questions for pharmacy not answered in timely fashion
- More flexibility with pharmacies
- Dental costs are not completely covered with UHC-was with Cigna
- Will procedures covered under Cigna be covered under UHC-Concerned
- Difficulty with mail orders

What went well?:

- Great job sending out insurance cards before 1/1/2015
- Much better communication with UHC vs. Cigna
- People calling in-Customer Service is very nice