



UT CONNECT: 2020-2021 Health Benefit Frequently Asked Questions

1) Does UT CONNECT provide comprehensive coverage for medical care?

Yes. UT CONNECT covers the same core benefits as UT SELECT. UT CONNECT is a plan option for UT System employees and non-Medicare-eligible retirees living or working in Dallas, Tarrant, Collin, Denton, Parker or Rockwall counties.

UT CONNECT is designed to meet the demands of your busy life. With UT CONNECT, you get personalized service, cost savings and a quality physician network of more than 10,000 healthcare providers ready to care for you when you need it. The plan is administered by Blue Cross and Blue Shield of Texas (BCBSTX); delivering value to you and your family.

2) What are the changes for 2020-2021?

For 2020-2021, we are excited to offer UT CONNECT members extended urgent care coverage through Texas Health Resources with new THR facilities coming in Fall 2020. And, the copay is lower this year: \$30 from \$35.

3) Can I call and/or email the CONNECT team for help?

Yes. Members are encouraged to call 1-888-399-8889 or email CONNECTteam@southwesternhealth.org. The CONNECT Team can assist with referrals, answer benefit questions and provide personalized service. In addition, Nurses are available to support health care needs and coordination of care. The CONNECT Team of nurses and navigators have access to UT Southwestern Medical Directors to provide guidance on healthcare issues.

The CONNECT Team number and email address are on the back of the UT CONNECT member ID cards.

5) Where can I find a list of in-network doctors, hospitals, and urgent care centers?

For a comprehensive list of in-network providers, please see the [Doctors and Hospitals page](#).

UT CONNECT includes all UT Southwestern and Texas Health Resources hospitals, plus Children's, Cook Children's and other pediatric hospitals in the Dallas Fort Worth area.

6) Which urgent care centers are part of the UT CONNECT network?

There are more than 150 urgent care facilities in North Texas. If you need to find facilities or locations, check the [Doctors and Hospitals page](#) or call the CONNECT Team at 888-399-8889. Starting in fall 2020, new Texas Health Resources urgent care sites will open and be available to members at a lower co-pay than other in-network urgent care facilities.

7) Are urgent care centers available outside of North Texas?

Yes. If you need to find an urgent care facility in other parts of Texas (or any part of the United States), in-network providers are available. A national network of urgent care providers is available to UT CONNECT members, and can be found by contacting the CONNECT Team at 888-399-8889 or going to the [Doctors and Hospitals page](#).

8) Does UTCONNECT offer telemedicine, or virtual visits? If so, what is the cost?

Yes, through MDLIVE® you can reach a doctor 24 hours day, seven days a week, from anywhere in the United States. There's no copay or extra charge to use it. MDLIVE may be accessed online, by phone or downloading the app. Visit the [UT CONNECT MDLIVE page](#) for more information.

9) Will I need to pay a copay each time my primary care physician refers me to a specialist?

When you enroll in UT CONNECT, your first PCP visit has a \$0 copay. This "free" visit is a great opportunity to expedite the referral process by talking with your PCP about specialty care you currently receive or anticipate needing in the future. Depending on the circumstance, an office visit to a PCP may not be needed; the CONNECT Team, in consultation with your PCP, may be able to submit a referral for you and get your specialist appointment scheduled. Visits to an OB-GYN or a behavioral health specialist, such as a mental health therapist, a psychologist or a psychiatrist, do not require a referral.

If you have other questions, you can reach out to our CONNECT Team at 888-399-8889, CONNECTteam@southwesternhealth.org or UT-CONNECT.com.