

RISK MANAGEMENT NEWS

Lubbock ISD— Risk Management

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TELEHEALTH SERVICE KEY CODE CHANGE

For those health plan participants who are eligible for participation in our telehealth services, *there will be a change/update in the service key within the next two (2) weeks that will be communicated to each eligible participant via email. Your current service code key remains in effect until this change/update is made.*

Remember, use of telehealth services (through My Team Care Now) with LISD is available for LISD Health Plan participants only.

HMO PLAN PRIMARY CARE PROVIDER DESIGNATION

As a reminder (and especially if you are new to the HMO Medical Plan requirements), please remember the following:

1. HMO health plans require a designated Primary Care Provider.
2. If you have previously designated your Primary Care Provider, you do not need to make any changes or updates, unless you have changed your provider.
3. Employees and dependents new to the Lubbock ISD HMO plans should call BlueCross & BlueShield at 1-877-299-2377 to assign their network eligible Primary Care Provider.
4. Use the Provider Finder tool at www.bcbstx.com to verify provider eligibility. HMO network name—Blue Essentials.

Risk Management Department:

- Lisa Thompson, Executive Director (ext. 0235)
- Vaun Murphrey, Specialist (ext. 0283)
- Lucinda Lucero, Clerk (ext. 0280)
- Christine Morgan, Clerk (ext. 0282)

Call Us—We Are Happy to Help!

Risk Management Safety Reminders — Weather

When wintery weather strikes—remember:

- Give yourself ample travel time without driving distractions such as cell phones. Take it slow and avoid underpasses/overpasses and bridges, if possible.
- Take care where you step on walkways, parking lots and hallways. Entryways are common areas where students and staff may track ice, snow, or water. Wear appropriate shoes to prevent slipping— dress properly for the weather (hat, scarf, coat, gloves, water-resistant shoes, etc.)
- Save carrying heavy or large loads into buildings for fairer weather to avoid injuries. Better safe than injured!

Claims Processing Reminder:

Dental Claims go to: Lucinda.Lucero@LubbockISD.org

Living Better Diabetes & Bronze Maternity Reimbursement Claims go to: Vaun.Murphrey@LubbockISD.org

Gym Reimbursement Claims & Hospital Income Plan Claims go to: Christine.Morgan@LubbockISD.org

All claims processed within 30-days (for completed requests/forms)