

What You Need To Know: City of Plano New Benefits 2021

Your HR Benefits team is here to help you! Email us at HRBenefits@plano.gov

Medical Benefits

- **WedTPA** is our new medical claims administrator.
- Your doctors need to contact **WebTPA** to confirm coverage. Their phone number is on the front of your medical card.
- Aetna Signature Administrators (ASA) provides the medical network.
- To determine if your doctor is in-network, go to www.aetna.com/asa.
- The WebTPA customer service line is open and can help with problems: 844-380-4552.



Flexible Spending Accounts (FSA)

- **Diversified Benefit Services** is our new FSA administrator.
- You will receive two cards in separate envelopes, both with employee name, but different numbers. Both need to be activated.
- Instructions on how to file a claim, customer service and website can be found on pages 22-22 of the 2021 City of Plano Benefits Guide.
- The employer PIN for registration is **City of Plano**.

Pharmacy Benefits

- **SouthernScripts** is our new pharmacy benefit manager (PBM).
- Provide your new card/information to your pharmacy for them to process your medication claim.
- If the prescription isn't processing, contact SouthernScripts at 800-710-9341.
- For more information, see pages 6-17 of the 2021 City of Plano Benefits Guide

Dental and Vision Benefits

- **MetLife** is our new dental and vision plan insurance carrier.
- To determine if your doctor is in-network with **MetLife**, go to MetLife.com. For *Dental* - select "**Find a Dentist**" -> Select "**PDP Plus**". For *Vision*- select, "**Find a Vision Provider**" -> Select "**MetLife Vision PPO**".
- Dental and vision both have out of network benefits, but it is recommended to use a doctor in network for better cost savings.
- For more information, see pages 18-20 in the 2021 City of Plano Benefits Guide.

