



Benefits Update

October 1, 2020

SDOC Employees,

As you know, our **new health services plan starts today!** We have been busy confirming final details of the new plan and have some important updates for you.

We are proud to announce that Orlando Health has signed on to be our telemedicine partner.

Telemedicine provides timely, efficient, and cost-reasonable access to high-quality healthcare when you need it most, and your physician and our Center for Employee Health are not available for care. SDOC is paying 100% of this service's cost, so you can seek urgent care by telemedicine with no out-of-pocket cost (this includes virtual "face-to-face" which you can access with a smartphone, tablet, or laptop). The provider can conveniently call in your prescriptions as part of this telemedicine offering, as well. Please see the attached brochure for more details about this wonderful service. This represents an enhancement to our health services plan, as employees and their family members were responsible for a \$25 co-pay with Advent Health's e-Care service. Remember, you should reserve trips to an urgent care center or the emergency room for those occasions when the health situation is severe, medical care is needed immediately, and your regular physician is not available.

Also as a reminder, through **Orlando Health**, your most cost-affordable access to urgent care after hours and on the weekends will now be through **Carespot**, rather than CentraCare. **Carespot** centers are conveniently located throughout our community; see the attached flyer as a reminder of all of the services and facilities available in Tier 1 through the **Orlando Health** system.

I am excited to share that Nemours Children's Hospital has agreed to join our plan as a Tier 1 provider. We are thrilled to have such a high quality Children's Health System as a Tier 1 partner. Right now, we are in the final contract stage, which means physicians and facilities will not show up in our online physician listing right away. The paperwork will be completed shortly, and **Nemours** will be part of our online listing as soon as the final contracts are signed. If you need assistance in scheduling an appointment with a Nemours provider, please contact Aither Health. We have also reached agreement with **Quest Diagnostics** for laboratory services (see attached flyer).

Negotiations with Osceola Regional and Poinciana Medical Center, a part of the HCA health system, **are ongoing and we are very close to an Agreement.** **Evolutions** continues to be a strong partner in ensuring that our employees and their families have access to high-quality care in Osceola County and throughout the Central Florida region.

Unfortunately, Advent Health appears unwilling to meet our conditions for competitive pricing agreements with our Tier One partners. We even offered Tier Two status at the current reimbursement rate they enjoy under Cigna, but they are also unwilling to partner with us as a Tier Two provider at this time. As you can see from the most recent correspondence between Evolutions and Advent Health (attached to this email), we have made multiple attempts to reach agreement regarding the terms and conditions of the tiered provider system in our health services plan. Remember, you may still go to Advent Health with our new plan as designed— you may go anywhere you would like. You may still seek care from your current physician, and our plan is willing to pay reasonable and appropriate reimbursement rates for these services. However, Advent Health providers may be unwilling to bill Aither on your behalf, so they may request an upfront cash payment for provided services. If this happens and you choose to still seek services from your current Advent Health physician, you may submit a paper reimbursement claim through Aither Health. Aither Health has promised to process these claims in a timely manner.

Benefits Update Continued

While we understand this process may be frustrating, we remain committed to ensuring that all of our employees and their family members have access to high-quality medical care at costs that are reasonable and sustainable for you and for our health services plan. We have many outstanding medical providers in our Tier 1 and Tier 2 plan levels, and now we have the advantage of multiple hospital systems through **Orlando Health, HCA, and Nemours**. Remember, the difference in seeking care from providers and facilities in Tier 1, Tier 2, and Tier 3 impacts your pocketbook—for the lowest co-pays, coinsurance, and deductibles, seek care at Tier 1. Your greatest value for high-quality care remains at our **Center for Employee Health**, where you still have no co-pay for both office visits and prescription services. Also, don't forget, our program partners, **MAP, Green Imaging, and Elect Rx** offer physician and provider referrals, imaging services, and a wide variety of high-cost, brand name prescriptions for reduced or zero co-pays. Take advantage of all of the services available found on the back of your new health services plan identification card.

If you have a pending medical procedure scheduled for within the next 45 days that has already been approved through Cigna's precertification process, your care will be "grandfathered" in to our new health services plan; you will not need to have your procedure or your choice of physician go through the precertification process again. However, if you encounter any challenges with billing, co-pays, or other costs associated with your scheduled procedure, Aither Health stands ready to assist you.

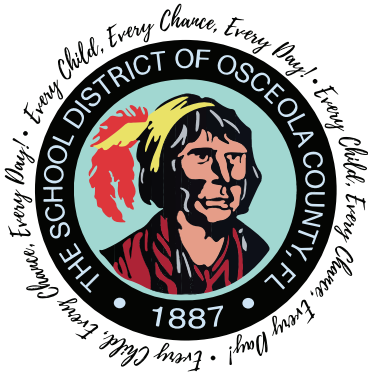
Thank you for your dedication and service to the district. Stay well, and stay tuned for more updates about your **Even Better Benefits**.

Sincerely,



Dr. Debra Pace
Superintendent

To search the Evolutions provider directory visit: <https://etrx.ehsppo.com/ETRXMemberPortal.aspx?EmployerID=32760>



Actualización de beneficios

1 de octubre de 2020

Estimados Empleados de SDOC,

Como saben, **¡nuestro nuevo plan de servicios de salud comienza hoy!** Hemos estado muy ocupados confirmando los detalles finales del nuevo plan y tenemos algunas actualizaciones importantes para usted.

Estamos orgullosos de anunciar que Orlando Health se ha inscrito para ser nuestro socio de telemedicina. La telemedicina brinda acceso oportuno, eficiente y económico a atención médica de alta calidad cuando más la necesita, y su médico y nuestro Centro para la Salud de los Empleados no están disponibles para brindarle atención. El SDOC cubre el 100% del costo de este servicio, por lo que puede buscar atención de urgencia por telemedicina sin costo de bolsillo (esto incluye "cara a cara" virtual a la que puede acceder con un teléfono inteligente, tableta o computadora portátil). El proveedor también puede solicitar cómodamente sus recetas como parte de esta oferta de telemedicina. Consulte el folleto adjunto para obtener más detalles sobre este maravilloso servicio. Esto representa una mejora para nuestro plan de servicios de salud, ya que los empleados y sus familiares eran responsables de un copago de \$ 25 con el servicio e-Care de Advent Health. Recuerde, debe reservar las visitas a un centro de atención de urgencia o la sala de emergencias para aquellas ocasiones en las que la situación de salud sea grave, se necesite atención médica de inmediato y su médico de cabecera no esté disponible.

También como recordatorio, a través de **Orlando Health**, su acceso más asequible a la atención de urgencia fuera del horario de atención y los fines de semana ahora será a través de **Carespot**, en lugar de CentraCare. Los centros **Carespot** están convenientemente ubicados en toda nuestra comunidad; consulte el folleto adjunto como recordatorio de todos los servicios e instalaciones disponibles en el Nivel 1 a través del sistema de **Orlando Health**.

Me complace compartir que Nemours Children's Hospital aceptó unirse a nuestro plan como proveedor de Nivel 1. Estamos encantados de tener un sistema de salud infantil de tan alta calidad como socio de Nivel 1. En este momento, estamos en la etapa final del contrato, lo que significa que los médicos y las instalaciones no aparecerán en nuestra lista de médicos en línea de inmediato. El papeleo se completará en breve y **Nemours** será parte de nuestra lista en línea tan pronto como se firmen los contratos finales. Si necesita ayuda para programar una cita con un proveedor de Nemours, comuníquese con Aither Health.

Las negociaciones con Osceola Regional y Poinciana Medical Center, una parte del sistema de salud de HCA, están en curso y estamos muy cerca de llegar a un acuerdo. Evolutions sigue siendo un socio sólido para garantizar que nuestros empleados y sus familias tengan acceso a una atención de alta calidad en el condado Osceola y en toda la región de Florida central.

Desafortunadamente, Advent Health parece no estar dispuesto a cumplir con nuestras condiciones para acuerdos de precios competitivos con nuestros socios de primer nivel. Incluso les ofrecemos el estado de Nivel 2 a la tasa de reembolso actual que disfrutaban con Cigna, pero tampoco están dispuestos a asociarse con nosotros como proveedores de Nivel Dos en este momento. Como puede ver en la correspondencia más reciente entre Evolutions y Advent Health (adjunta a este correo electrónico), hemos hecho varios intentos para llegar a un acuerdo con respecto a los términos y condiciones del sistema de proveedores por niveles en nuestro plan de servicios de salud. Recuerde, aún puede ir a Advent Health con nuestro nuevo plan tal como fue diseñado; puede ir a cualquier lugar que desee. Aún puede buscar atención de su médico actual y nuestro plan está dispuesto a pagar tarifas de reembolso razonables y apropiadas por estos servicios. Sin embargo, es posible que los proveedores de Advent Health no estén dispuestos a facturar a Aither en su nombre, por

Actualización de beneficios continúa

lo que pueden solicitar un pago en efectivo por adelantado por los servicios prestados. Si esto sucede y decide seguir buscando los servicios de su médico actual de Advent Health, puede presentar una reclamación de reembolso en papel a través de Aither Health. Aither Health se ha comprometido a procesar estas reclamaciones de manera oportuna.

Si bien entendemos que este proceso puede ser frustrante, mantenemos nuestro compromiso de garantizar que todos nuestros empleados y sus familiares tengan acceso a atención médica de alta calidad a costos razonables y sostenibles para usted y para nuestro plan de servicios de salud. Tenemos muchos proveedores médicos sobresalientes en nuestros niveles de plan de Nivel 1 y Nivel 2, y ahora tenemos la ventaja de contar con múltiples sistemas hospitalarios a través de **Orlando Health, HCA y Nemours**. Recuerde, la diferencia en la búsqueda de atención de proveedores e instalaciones en el Nivel 1, Nivel 2 y Nivel 3 afecta su bolsillo; para los copagos, coseguro y deducibles más bajos, busque atención en el Nivel 1. El máximo valor para la alta calidad de atención permanece en nuestro **Centro para la Salud de los Empleados**, donde aún no tiene que pagar ningún copago por las visitas al consultorio ni por los servicios de recetas. Además, no olvide que nuestros socios del programa, **MAP, Green Imaging y Elect Rx** ofrecen referencias de médicos y proveedores, servicios de imágenes y una amplia variedad de recetas de marca de alto costo con copagos reducidos o nulos. Aproveche todos los servicios disponibles que se encuentran en el reverso de su nueva tarjeta de identificación del plan de servicios de salud.

Si tiene un procedimiento médico pendiente programado dentro de los próximos 45 días que ya ha sido aprobado a través del proceso de precertificación de Cigna, su atención quedará protegida en nuestro nuevo plan de servicios de salud; No será necesario que su procedimiento o el médico que elija vuelva a pasar por el proceso de precertificación. Sin embargo, si encuentra algún problema con la facturación, los copagos u otros costos asociados con su procedimiento programado, Aither Health está listo para ayudarlo.

Gracias por su dedicación y servicio al distrito. Manténgase saludable y esté atento a más actualizaciones sobre sus **Aún Mejores Beneficios**.

Sinceramente,



Dra. Debra Pace
Superintendente

Para buscar en el directorio de proveedores de Evolutions, visite: <https://etrx.ehsppo.com/ETRXMemberPortal.aspx?EmployerID=32760>



September 28, 2020

Via E-Mail

Advent Health

John Brownlow, SVP Managed Care for Advent Health

E-Mail: John.Brownlow@Adventhealth.com

Dr. Peter Schoch, SVP Population Health Central Florida Division

E-Mail: Peter.Schoch@Adventhealth.com

Shannon Gravitte, VP Public Affairs

E-Mail: Shannon.Gravitte@AdventHealth.com

RE: Osceola School Board Proposal for participation in SDOC Health Services Plan

Dear Mr. Brownlow, Dr. Schoch and Ms. Gravitte:

I have been requested by the School Board of Osceola County to present to you our final proposal for participation in their custom provider configuration for their 2020-2021 health plan. As you are aware, this plan is scheduled to commence this Thursday, October 1st. The health plan has a tiered benefit level that is based solely on financial criteria. Those providers who agree to be compensated at a rate that provides the best overall value will be considered as Tier 1 providers. Those who provide good value will be considered as Tier 2 providers. Lastly, those providers who do not establish with the school board a mutually beneficial rate will be in Tier 3.

Shortly after Evolutions was selected to represent SDOC in negotiations with providers on their behalf; we began discussions with Advent by explaining the plan design and requesting a proposal defining how Advent would like to work within the defined parameters. On June 18th when Advent, Evolutions and SDOC met, it was made clear that the School District needed to aggressively reduce health plan expenses for the plan and their employees. Participation in the Tier 1 would require significant savings over current plan year.

The Advent proposal we received was comparable to the current reimbursement schedule for 2019-2020 plan year and was presented by Advent for Tier 1 consideration. While we value maintaining a relationship with Advent for the sake of our members who are being cared for by Advent physicians, the rates clearly did not warrant Tier 1 status. We discussed this fact with you and your team and offered to consider your proposal for Tier 2. We were told that Tier 2 would not be acceptable to Advent. A counter proposal for Tier 1 was sent to you on September 18th (Copy attached). This counter proposal is in line with all hospital dialogues that we have had within the SDOC service area with regards to Tier 1.

The School District of Osceola County, like most employers across the United States, is faced with an untenable situation. They want to ensure that their employees and their dependents have access to quality medical care but at a price that is affordable. While they want their providers to make a reasonable profit, they can no longer continue to pay for services with a 300-500% mark-up. Evolutions has been successful in identifying many excellent providers that understand this and are willing to work with our client. While most traditional health plans control who the member can see by limiting them to “in network providers”; this plan design is intended to give members the tools they need to help make wise decisions with their health plan dollars while still allowing them the freedom to see any provider they chose.

In summary, the health plan for the School District of Osceola County has been designed to allow providers to participate at one of three different levels. SDOC is willing to execute a Letter of Agreement with Advent’s terms as proposed on July 22nd, so long as it is for Tier 2 participation, while we continue to negotiate. If this is not accepted, or until we hear otherwise, we will assume Advent has chosen to be recognized as a tier 3 provider by our plan. If Advent is unable or unwilling to work with us in this matter, we hope that Advent will not retaliate by forcing our members to pay cash in advance. Our members are participating in a bona fide health plan that has coverage for non-contracted providers and as such, the health plan will compensate you according to the plan design. Asking for cash up front is an unreasonable burden to our members that we feel is inappropriate. We hope Advent will find a way to balance their need for profit with their stated value of commitment to “...improving the health, prosperity and well-being of the communities we serve” and with their mission to make “care more accessible and affordable”.

We look forward to your response.

Sincerely,



Constance J. Cranford
President
Evolutions Healthcare Systems, Inc.

Cc: Dr. Debra Pace, Superintendent, The School District of Osceola County

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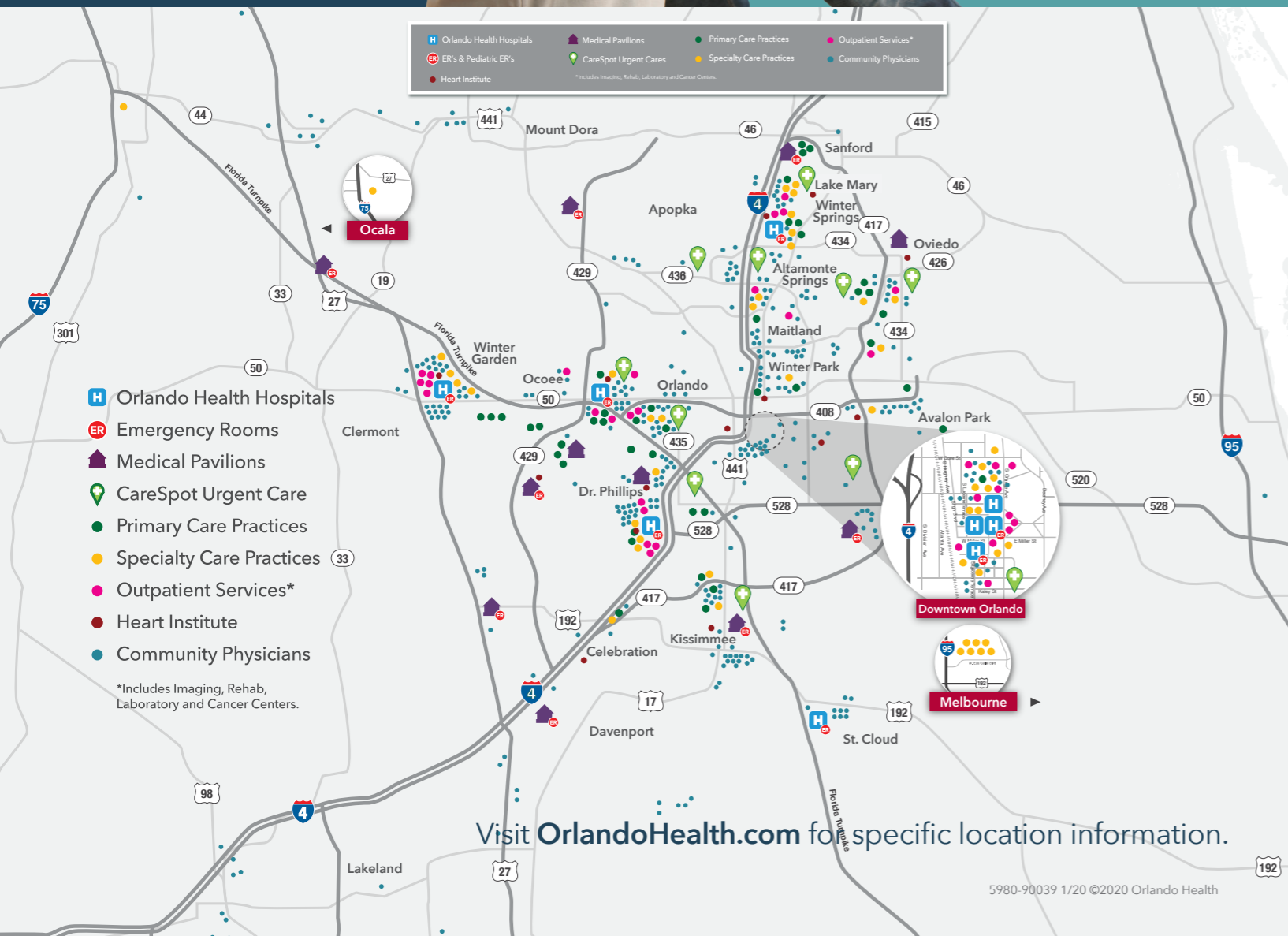
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2020 At-A-Glance

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- Orlando Health – Health Central Hospital OCOE
- Orlando Health South Seminole Hospital LONGWOOD
- Orlando Health South Lake Hospital CLERMONT
- St. Cloud Regional Medical Center* ST. CLOUD
- Orlando Health Horizon West Hospital *(Opening 2021)*
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- Orlando Health Center for Rehabilitation OCOE
- Orlando Health – Health Central Park, a Nursing Rehabilitation Center WINTER GARDEN
- Orlando Health Aesthetic and Reconstructive Surgery Institute
- Orlando Health Heart Institute
- Orlando Health Neuroscience and Rehabilitation Institute
- Orlando Health Orlando Regional Medical Center Institute for Advanced Rehabilitation
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*Affiliated hospital
** U.S. News & World Report, Best Hospitals



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- Orlando Health Medical Pavilion – Spring Lake DR. PHILLIPS AREA
- Orlando Health Medical Pavilion – Summerport WEST ORANGE COUNTY

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- Orlando Health Emergency Room and Medical Pavilion – Osceola KISSIMMEE AREA

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- Orlando Health South Lake Hospital Joe H. & Loretta Scott Emergency Room and Medical Pavilion – Four Corners LAKE COUNTY

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- | | |
|------------------|-------------|
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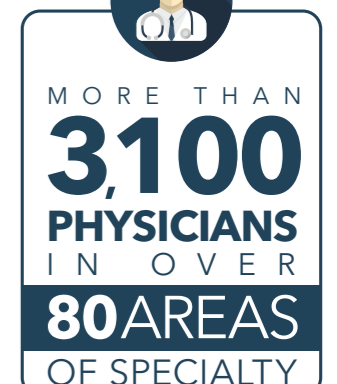
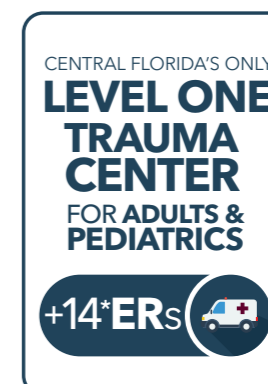
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† Includes hospital, medical pavilion and outpatient services locations.

*Includes our now open and future locations of seven medical pavilions and freestanding emergency rooms.