Benefits.

Understanding the difference between Referrals and Prior Authorizations

If you are enrolled in HealthSelect of Texas, you must choose a primary care provider (PCP) to get in-network benefits. Your PCP is responsible for coordinating your care, submitting referrals, and ordering lab and imaging services.

Referrals
A referral is a written order from your PCP for you to see a specialist. You need to get a referral for most services before you can get medical care from anyone except your PCP. If your PCP decides that you need to see a specialist, he or she will need to submit a referral to Blue Cross and Blue Shield of Texas (BCBSTX) before your visit. Your specialist or lab facility must be in-network for you to get the highest level of benefits and pay less out of pocket.

Services that don't require a referral:
- chiropractic visits
- eye exams
- mental health counseling
- OB/GYN visits
- occupational therapy, physical therapy and speech therapy
- virtual visits
- urgent care centers and retail health clinics
**Prior authorizations**

Prior authorizations help ensure that the treatment you get is appropriate for your specific medical situation. You’ll also get the highest level of benefits when you have a prior authorization on file. You need prior authorization for certain covered health services.

**Examples of covered services that need prior authorization include, but are not limited to:**

- genetic/molecular testing
- high-tech radiology exams (such as a CT scan, nuclear stress test, MRI and PET scan)
- home health services
- long-term acute care
- sleep studies, including positive airway pressure devices (like a CPAP or APAP) and initial supplies
- transplant services

Your in-network PCP and other in-network providers are responsible for getting prior authorization from BCBSTX for you before you get these and some other services. If you decide to get these kinds of health services from out-of-network providers, you are responsible for getting prior authorization directly from BCBSTX. If you do not do so, the services you get may not be covered by the health plan or may be subject to an additional $200 deductible and be covered at the out-of-network level of benefits (depending on the type of service).

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**Campus Updates.**

**UNT honors alumnus Jerome Max “Bruzy” Westheimer Jr. for his transformative impact on campus**

University of North Texas President Neal Smatresk presented alumnus Jerome Max “Bruzy” Westheimer Jr. (’65) with the Presidential Wings of Eagles Award at this year’s Wingspan Gala, “Viva North Texas,” Nov. 16. The event celebrates teaching excellence, student success and generous alumni and friends.

“Bruzy is one of our university’s biggest supporters. He gives with his heart and provides support across our entire campus spanning the arts, academic scholarships and athletics. Whenever there is a need, he’s sure to jump in and help,” UNT President Smatresk said. “I’m so proud of him and honored to present this award to him for all he’s done to transform our students’ experience and to benefit all of us.”

Click [here](#) to read more.

**Yolanda Franklin Named UNT Dallas Associate Vice President for Marketing and Communications**
Yolanda Franklin has joined UNT Dallas as Associate Vice President for Marketing and Communications after serving more than 14 years as Texas Woman’s University’s Director of Marketing and Creative Services. She was named to this post following an extensive national search.

“Ms. Franklin’s track record as a strategic, team-oriented and creative professional is a perfect fit for UNT Dallas,” said President Bob Mong. “She knows and appreciates the market and will help us grow our brand presence.”

Click here to read more.

**Balkans group visits UNT Center for Human Identification**

Someone in the group wanted to know why everyone behind the glass in the forensics lab was wearing earmuffs.

“When you’re pulverizing bones into a powder it creates a loud noise,” said Linda LaRose, Research Assistant Director, UNT Center for Human Identification. “We want to protect their hearing.”

The visitors, all from the western Balkan region of eastern Europe, were at UNT Health Science Center to learn more about how missing person cases are handled in the United States.

Click here to read more.

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**ORGANIZATIONAL DEVELOPMENT & ENGAGEMENT**

The Organizational Development & Engagement (ODE) area of Human Resources provides learning and development opportunities to promote employee engagement. ODE staff aim to help create a productive and successful organization that uses best practices to attract, develop and retain employees.

**ODE Book of the Month.**
ODE recommends *Change the Culture, Change the Game* (2012) by Connors and Smith. This book is perfect for any organization that is seeking to change their culture in order to get different results. This book demonstrates how to implement a culture of accountability within your organization. You’ll discover how to help encourage a shift in thinking to get the game-changing results you want and explore the steps and tools needed to sustain such changes. It easily applies to education and the concepts can be adopted by teams, departments or entire colleges who are seeking different results. For example, Lone Star College-University Park in Houston utilized the concepts from this book in their effort to increase student graduation rates. Individual teams can also adopt the concepts from the book to increase engagement and personal accountability.

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**Enroll in Upcoming Training Sessions Today!**

(click course titles to register)

**Navigating ADA, FMLA & Workers Compensation**

The Navigating ADA, FMLA & Workers Compensation session will focus on what each law addresses, who is covered, what each law requires, and how these laws apply in different situations.

**When:** Thursday, Dec. 5, 2019  2:00 PM-4:00 PM  
**Where:** UNT Dallas, DAL1-201H

**Using the ePAR System**

Covering ePAR standard functions (hiring, employee changes, transfers, terminations, approving, etc.) and important information regarding budget changes, additional pay items, timely approval, correcting errors, and related EIS functions.

**When:** Thursday, Dec. 5, 2019  10:00 AM-12:00 PM
Positive Approaches

Many organizations have some sort of goal-setting plan, and many supervisors support and coach their teams. However, when the situation gets sticky with employees not performing up to established goals, some supervisors may become uncertain how to handle the situation effectively. The Positive Approaches session will help managers recognize performance problems and give them skills to address problems effectively.

Choosing Happiness

This webinar is hosted by our Employee Assistance Program, Alliance Work Partners.

Science tells us the level of personal satisfaction is linked to social ties. Aided by research from the fields of psychology, neurology, biology, and mindfulness, this training will explore techniques to increase joy, regardless of circumstances.

Employee Lifecycle

Change in the workplace, such as hiring a new employee or a team member leaving can present a certain level of stress for supervisors. When those transitions do not go smoothly stress levels can increase, negatively affecting the workplace morale. The Employee Lifecycle session explores key elements to ensure a smooth transition in the employee onboarding and exiting process. This session will focus on a variety of topics, including identifying resources to use in orientating a new employee and also how to create a strategic plan for future employees.

Managing Holiday Stress (EAP)
Make this year different, with proactive steps that make the season memorable and the stress manageable.
- Evaluating holiday goals and expectations
- Balancing desires with finances and time
- Tips for holiday survival

**When:** Tuesday, Dec. 13, 2019  12:00 PM-1:00 PM  
**Where:** Online

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**Benefits of the EAP**

The Employee Assistance Program (EAP) is offered to all retirement eligible employees, retirees, household members and dependents. The program offers free, confidential problem assessment, counseling (up to 6 sessions per personal situation, per year) and referrals. In addition, the EAP website offers a wide array of web-based training, assessments, articles, tips, and resources including access to a law library and financial calculators. The Benefits of the EAP session provides an overview of the EAP’s online resource databases, as well as customized care options through a national counseling network.

**When:** Tuesday, Dec. 17, 2019  9:00 AM-10:00 AM  
**Where:** UNT, ESSC-152

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*If you would like assistance with creating a customized learning plan for your team, please contact the System HR Organizational Development and Engagement (ODE) team at ODE@untsystem.edu*

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*Miss an issue of HR Highlights? [CLICK HERE](javascript:window.open('https://example.com')) to catch up!*