

RECOSA Survey Feedback



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HR Administrator - Benefits
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Background



- RECOSA survey conducted regarding Retiree Benefits
 - Survey topics included:
 - Who is RECOSA and what do they do?
 - Topics for Brown Bag Sessions
 - What benefits are most important to you?

Feedback Results - Benefits



- Retirement/Separation Process
- Medicare Transition
- Health Insurance Provider Customer Service
- Pharmacy Concerns
- Billing Issues

Retirement/Separation Process and Medicare Transition



- Retirement/Separation Process
 - What happens during this process?
- Medicare Transition
 - City Communications
 - Aetna Communications
 - Co-branded mailers

Health Insurance Provider Customer Service



- Retiree Healthcare Providers
 - BCBSTX - Pre-65 Medical
 - CVS/Caremark - Pre-65 Pharmacy
 - Aetna (Medicare Advantage) - Post-65 Medical & Pharmacy
 - Humana - Dental
 - VSP - Vision



Or Call 210-207-0073

Or Email

cosabenefits@sanantonio.gov

Pharmacy Concerns, Billing issues, Aetna Dental & Vision Option



- Pharmacy Benefit Managers (PBM)
 - PBM can legally change their formulary annually or as often as quarterly
 - Notices of changes are provided 30 days prior to updates.
 - Cost may be impacted by manufacturer price or tier level.
- Humana billing issues
 - New vendor “growing pains”
 - Issues have been addressed and resolved
- Dental & Vision as an Option through Aetna

Questions?



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