

CENTRAL TEXAS

HEALTH AND BENEFIT TRUST FUND

SOUTHWEST SERVICE ADMINISTRATORS, INC.
2300 BUENA VISTA SE, SUITE 127
ALBUQUERQUE, NM 87106

PHONE: 505-265-8422
TOLL FREE: 800-432-6636
FAX: 505-266-9358
www.ssatpa.com

SUMMARY OF MATERIAL MODIFICATION

June 21, 2020

RE: MDLIVE Virtual Visits Available July 1, 2021

Dear Participant:

This Participant Notice will advise you of certain material modifications that the Board of Trustees has made to the Central Texas Health and Benefit Trust Fund. This information is VERY IMPORTANT to you and your dependents. Please take the time to read it carefully.

New MDLIVE Virtual Visits Starting July 1, 2021

The Board of Trustees is pleased to introduce a new health care service called **MDLIVE** that offers you the ability to talk to an in-network health care provider anytime and anywhere. Effective July 1, 2021, you can consult with a health care provider, or mental health therapist, by phone or videoconference through MDLIVE, 24 hours a day, seven days a week.

There is no cost to you to use MDLIVE.

MDLIVE is a telemedicine program that delivers quality healthcare by using Board-certified doctors and Certified therapists who can diagnose and treat many common non-emergency illnesses and injuries. The benefits of using MDLIVE are as follows:

- Convenient 24/7/365 nationwide access to Board-certified doctors from your home, office, or on the road
- Consults with doctors via phone or video-conferencing; doctor makes diagnosis for many common medical conditions and recommends treatment
- Doctor sends in prescription to your preferred local pharmacy, when appropriate
- Participants can speak to a behavioral health specialist from the comfort and privacy of your own home
- Participants can avoid unnecessary visits to the ER, or long waits for an appointment at the doctor's office
- No out-of-pocket cost

MDLIVE can be used for the following:

- Colds, sore throats, flu, allergies, infections, upset stomach, pink eye, or rashes
- If you are considering the ER or urgent care for a non-emergency issue
- For short-term prescriptions or re-fills, when appropriate
- Anxiety, depression, or stress management

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As with any telemedicine program, MDLIVE is not intended for medical emergencies, nor to replace your primary care physician or specialist managing a chronic or serious condition. In addition, MDLIVE doctors do not prescribe controlled substances, psychiatric and certain other medications.

Please visit the MDLIVE website at MDLIVE.com/bcbsil to register and find out more regarding this program. You can also contact MDLIVE at 888-676-4204 or download the MDLIVE mobile app or Text BCBSIL to 635483. You will need to register the first time you use telehealth services. We encourage you to register today so that you're ready for a visit when you need one.

The MDLIVE program is separate from your Plan's benefit that allows scheduled telephone and virtual visits with your own medical provider, which are subject to the normal deductible, copayment, and coinsurance provisions of your Plan, on the same basis as a face-to-face visit would be.

New ID cards Coming

Watch your mail for new ID cards from Blue Cross & Blue Shield of Illinois coming soon. Your new ID card will include information on how to access MDLIVE. Be sure to use this new ID card after July 1, 2021.

Please keep this important notice with your Summary Plan Description (SPD)/Plan Rules for easy reference to all Plan provisions. If you have any questions, please contact the Administrative Office for the Central Texas Health and Benefit Trust Fund at (505) 265-8422 or toll free at (800) 432-6636 or by visiting www.ssatpa.com.

In-Network Providers vs Out-of-Network Providers

Seeking care for Covered Services rendered by a Preferred Provider is beneficial to you and the Plan by controlling cost to the Plan and your out-of-pocket cost for services. Please be sure to verify that your service provider is contracted with Blue Cross Blue Shield before receiving services, even when receiving care at an in-network hospital or facility, to avoid balance billing. Out-of-network Providers utilized at an in-network facility or hospital will result in a balance owed directly to that provider of service and does not take advantage of the Plan's reduced fee to its participants. To verify if a provider is in-network, please visit www.bcbsil.com or www.ssatpa.com, or contact the Administrative Office for assistance at (505) 265-8422, toll free at (800) 432-6636 or visit the Plan's webpage located at www.ssatpa.com for details.

Sincerely,

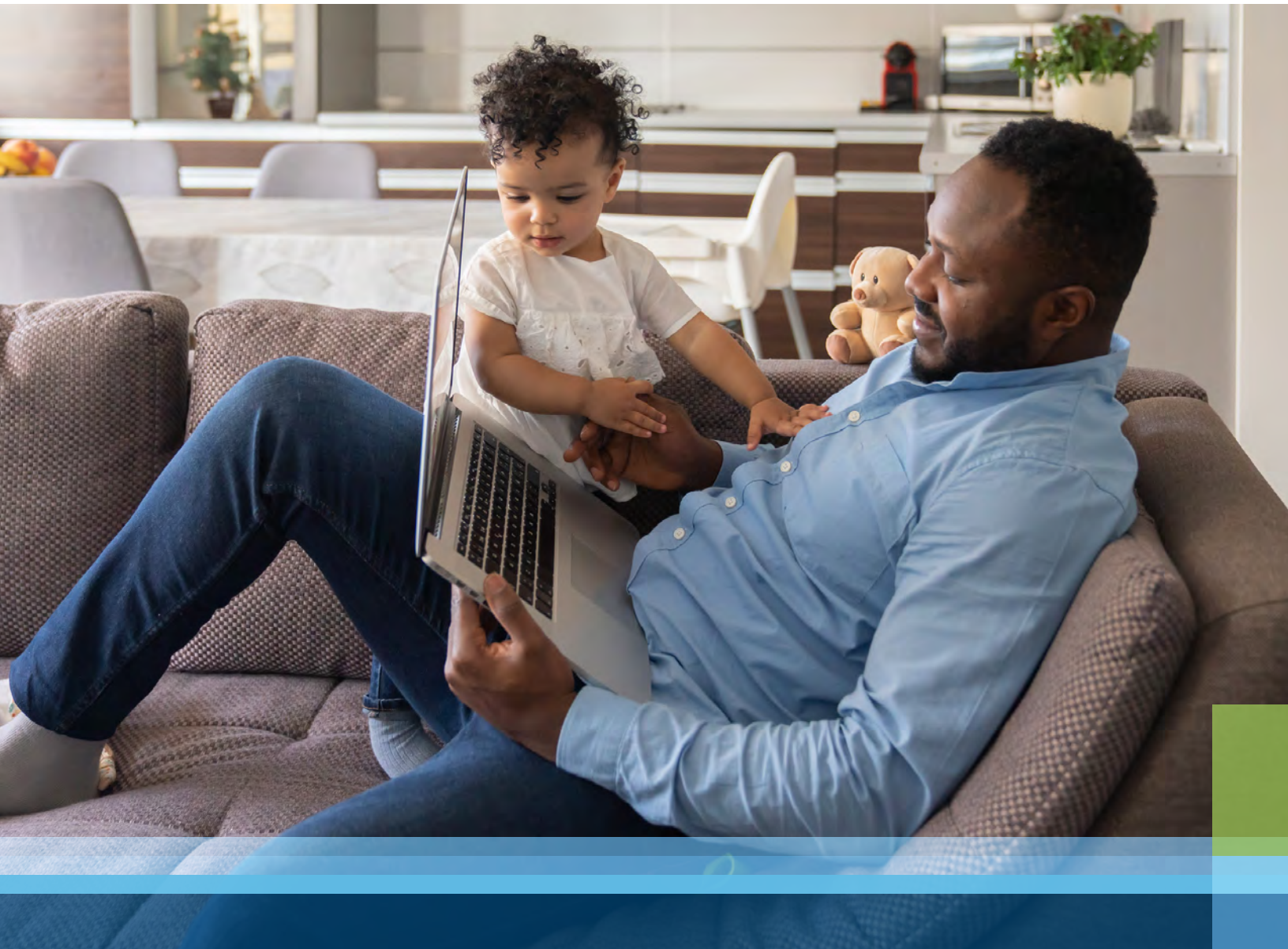
Board of Trustees
Central Texas Health and Benefit Trust Fund

This Notice constitutes a Summary of Material Modification to the Plan Rules.

Receipt of this Notice is not a determination that you are eligible for benefits under the Plan. To verify eligibility, please contact the Administrative Office.



BlueCross BlueShield of Illinois



Virtual Visits: Get 24/7 Care, Anywhere

Call your doctor's office first. They also may offer telehealth consultations by phone or online video.

With Virtual Visits, the doctor is always in. Get 24/7 non-emergency care from a board-certified doctor by phone, online video or mobile app from the privacy and comfort of your own home.

Don't risk crowded waiting rooms, expensive urgent care or ER bills, or waiting weeks or more to see a doctor, when you can speak with a Virtual Visits doctor within minutes.

Powered by
MDLIVE

Virtual Visits, provided by Blue Cross and Blue Shield of Illinois (BCBSIL) and powered by MDLIVE®, are a convenient alternative for treatment of more than 80 health conditions, including:

- Allergies
- Cold/Flu
- Fever
- Headaches
- Nausea
- Sinus infections

Virtual Visits with licensed behavioral health therapists are available by appointment. Get virtual care for:

- Anxiety
- Depression
- Stress management
- And more

Virtual Visit doctors can even send an e-prescription to your local pharmacy.



Activate your MDLIVE account today:

- Call MDLIVE at 888-676-4204
- Go to MDLIVE.com/bcbsil
- Text BCBSIL to 635-483
- Download the MDLIVE app



Virtual Visits may not be available on all plans. Non-emergency medical service in Montana and New Mexico is limited to interactive online video. Non-emergency medical service in Arkansas and Idaho is limited to interactive online video for initial consultation.

MDLIVE is a separate company that operates and administers Virtual Visits for Blue Cross and Blue Shield of Illinois. MDLIVE is solely responsible for its operations and for those of its contracted providers. MDLIVE® and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without permission.

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Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an independent Licensee of the Blue Cross and Blue Shield Association

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BlueCross BlueShield of Illinois



Consultas virtuales: Reciba atención a cualquier hora y en cualquier lugar

Comuníquese primeramente con el consultorio médico. Es probable que también ofrezcan teleconsultas, ya sea por teléfono o video en línea.

Con el servicio de consultas virtuales, el médico siempre está disponible. Reciba atención médica las 24 horas del día, los siete días de la semana, por parte de médicos avalados por la junta de especialidades, para asuntos que no sean de emergencia, con acceso por teléfono, video en línea o aplicación móvil desde la privacidad y comodidad del hogar.

Evite aglomeraciones en salas de espera, cobros elevados de salas de emergencias o centros de atención médica inmediata o esperar semanas por una cita médica si tiene la posibilidad de hablar en cuestión de minutos con un médico mediante consultas virtuales.

Powered by
MDLIVE

Las consultas virtuales, disponibles a través de Blue Cross and Blue Shield of Illinois (BCBSIL) y con la tecnología de MDLIVE®, son una alternativa conveniente y económica para atender más de 80 asuntos médicos que no sean de emergencia, como los siguientes.

- alergias
- resfriado/gripe
- fiebre
- dolores de cabeza
- náuseas
- sinusitis

Consultas virtuales con terapeutas con licencia en salud mental disponibles con previa cita. Reciba atención virtual para los siguientes casos:

- ansiedad
- depresión
- control del estrés
- mucho más

Los médicos que realizan las consultas virtuales podrían recetar electrónicamente en farmacias de la localidad.



Active su cuenta de MDLIVE hoy mismo:

- Llame a MDLIVE al 888-676-4204.
- Visite [MDLIVE.com/bcbsil](https://www.mdlive.com/bcbsil).
- Envíe BCBSIL por mensaje de texto al 635-483.
- Descargue la aplicación de MDLIVE.



No todas las coberturas ofrecen el servicio de consultas virtuales. El servicio médico en Montana y Nuevo México, que no sea de emergencia, está limitado a video en línea interactivo. El servicio médico en Arkansas y Idaho, que no sea de emergencia, está limitado a video en línea interactivo para una consulta inicial.

MDLIVE es una compañía aparte que opera y administra las consultas virtuales para Blue Cross and Blue Shield of Illinois. MDLIVE opera y administra el programa, y es el único responsable de su funcionamiento y el de sus profesionales médicos contratados. MDLIVE® y el logotipo de MDLIVE son marcas registradas de MDLIVE, Inc., y queda prohibido su uso sin autorización por escrito.

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