

Eligibility,

Enrollment

Forms

Navigation, El Paso

- Authorization form
- Change of address form

Look of to the right and find the form

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5. With vendors – Direct to the vendors websites , make these links easier to find.

Make the dental and vision plans easier to find

Terminology is confusing, TRS-Care naming Is an issue.

- Make it easier for older people to navigate,
- Information about plans
- Looking up drugs
- Dental and Vision

Make

2nd participant:

1. Typical day:

Mueller – taking phone calls, members call in regarding any and all issues,
Initial enrollment, special enrollments,
Issues that went wrong

Red River – walk in appointments and meetings

2. TRS-Care issues primarily.
How often website information?

Level 3 calls – escalated issues
1 in 10 or 1 in 15 – about information on the website

Common issues at Level 3 –
Access to care, something has gone wrong (eg: coverage date has not begin, it has not covered)

3. Guide them to the resources
Import processes – “User Import link” – very important – no other option for Health!
 - Locating Change of Address form

Sometimes Plan highlights but not as often

4. Steer them to the site itself and not MyTRS

Timeframes, when to expect documents, general or overall expectations management, this is what we can do vs this is what to expect

5. As a counselor, what are things useful to you?

Plan highlights are useful

Reassurance is what people seek often

Pretty much everything is provided on the website – one off examples,

- Toolkit hasn't been as useful as expected.
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3rd participant:

1. 3-4 years at TRS.
Typical day as a counselor – Escalations team, day to day basis,
Calls members to address complaints

Someone from higher office can also contact them and pass on issues.
“Help to understand why the member didn’t get what they wanted”

2. Lots to deal with medication – Not necessarily ExpressScripts issues.
Usually due to Doctors not putting in prescription, some misinformation
3. Website resources – did it multiple times when they were a phone counselor. Typically not with MyTRS. (Web self service!)

On TRS Website – Upload forms page
628, 328 forms

Other resources that are useful – plan highlights, benefit handbooks
“Mat team perspective e”
“Active Care – Search results are not relevant

Members are often not aware of all the resources that are available on the website.

- “Just mail me my forms”
4. Prominent information,
Login and keep that information handy = “bookmark your links”

Way to recognize their age information and tailor information and resources suited to them

5. Member-ally team,
 - Contact Us – could be prominent
 - When we search – don’t make ombuds most prominent so that issues are not unnecessarily escalated

User Import Link – what is this terminology.

9/9/2024

Michael Schwartz

Q1: How long with TRS: About 2 years

Q2: Typical day: Spend most of the time – forward facing with members, assisting with enquiries over the phone or participating in webinars or health care events. Or assisting 3rd party call centers.

We do use the TRS website to assist members with their needs.

Signups for healthcare events or webinars, Plan guidelines and plan highlights,

Lot of getting members to the website and locate and find the resources

- Lot of things which can be made prettier
- Focus is mostly on retirees – TRS Care/ Medicare / Advantage

3. Common issues

- Lot of questions center around need for information, standard overview of medical plans premium amounts, deductibles are, enrollment documentation and generally answer any questions that they have.

Might need to get them off to our partners, depending on what they are looking for.

What % of questions do you mention the website – Often, tends to mention often, here is the plan highlights, documentation ,etc.

“Provider lookup tools, other look up tools,

- Review plan information through TRS Health Benefits tab
- Do you share screen? No – just direct the members to the link. Depends on the counselor

4. Most frequently shared resources

- Plan guides, Plan highlights, “what would it cost me to get an xray done or get an ambulance?”

Plan guides have this information broken down in detail

- Assisting with Healthcare events tab – Gets a lot of questions for this.
Especially because right now we are doing events all across the state. All want to signup near their city, etc
- Sold out events
- Video presentation library – recorded videos – direct them to those videos

5. Share screen option –

Health Care benefits tab – Go ahead and click on that

Words that are links to take you everywhere – it has no pizzazz, looks like what a web developer will be looking at, instead of like a clip art

Have a top link to just the Main link – no need for all the links, no need for all the sub links

Redundancies on pages, can go to many pages from across many pages