



CITY OF SAN ANTONIO

Human Resources Department
Riverview Towers Building
Soledad, Ste. 100
San Antonio, TX 78205

Joining Your Ranks

Congratulations to the following people on their recent retirement! Thank you for your years of dedicated service to the City of San Antonio.

Benito Acevedo Convention Sports Facilities, 10 yrs.	Celso Flores Building & Equipment Services, 21 yrs.	Maria C. Mata Aviation, 20 yrs.
Michael Wayne Aldrich Center City Development, 32 yrs.	Ida G. Galaviz TCI, 28 yrs.	Jose R. Mendoza Solid Waste Management, 25 yrs.
Roy G. Arauza TCI, 20 yrs.	Robert Garcia Building & Equipment Services, 29 yrs.	Jesse A. Mireles TCI, 27 yrs.
Reynaldo Arce TCI, 30 yrs.	Rosemary Quintero Garcia Library, 25 yrs.	John Leopold Nickler Parks & Recreation, 15 yrs.
Marjorie M. Bear ITSD, 16 yrs.	Janie D. Garza Municipal Courts, 27 yrs.	Patrick J. Poloskey Development Services, 25 yrs.
Susan C. Blanco Department of Human Services, 21 yrs.	Gloria Gauna Parks & Recreation, 28 yrs.	Ernestine D. Robinson Aviation 18 yrs.
Lisa Diane Bodemann ITSD, 35 yrs.	Richard R. Gomez Parks & Recreation, 33 yrs.	Dennis Rosenberry Police, 24 yrs.
Ronald Brown Building & Equipment Services, 20 yrs.	Gloria Rodriguez Green City Attorney's Office, 38 yrs.	Hugo Salazar Building & Equipment Services, 35 yrs.
Raymond R. Castro Parks & Recreation, 37 yrs.	Guadalupe Gutierrez Convention Sports Facilities, 34 yrs.	Salvador Salazar Police, 21 yrs.
Lupe C. Constancio Police, 10 yrs.	Larry M. Gutierrez Office of Historic Preservation, 33 yrs.	Jose Luis Sanclemente Library, 29 yrs.
Rose Mary R. Cortez Planning & Community Development, 40 yrs.	David L. Halbardier TCI, 30 yrs.	Oliver C. Sutton, II City Attorney's Office, 5 yrs.
Raul R. Crisantez Parks & Recreation, 14 yrs.	Raul Hernandez Parks & Recreation, 20 yrs.	Jose E. Valdez Library, 16 yrs.
Kao Lin Chen Aviation, 30 yrs.	Sylvia D. Hernandez Library, 20 yrs.	Monica R. Vasquez Finance, 23 yrs.
Chieu M. Dang Aviation, 32 yrs.	Dora Lozano Planning & Community Development, 40 yrs.	Homer Villarreal Convention Sports Facilities, 19 yrs.
Pedro Diaz Center City Development, 25 yrs.	Eloy Garcia Martinez Parks & Recreation, 15 yrs.	Ramon D. Zapata Center City Development, 16 yrs.
Jesus Enriquez Animal Care Services, 25 yrs.	Frank M. Martinez Finance, 40 yrs.	

RETIREE Matters

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Make plans to attend!
The next Brown Bag session will take place Friday, **May 19 from 11 a.m. — 1 p.m. at the Central Public Library Auditorium, 600 Soledad St.**

During this event, you'll hear presentations from the Development Services and Solid Waste Management departments of the City, as well as from Dr. Gina Dawson with Methodist Healthcare System on the topic of fall prevention.

As always, light refreshments will be provided, but feel free to bring a bag lunch. Free parking will be available in the Library's parking garage.

To reserve your seat, leave a message on the Retiree RSVP Line at 210-207-7000 or email hrcustomerservice@sanantonio.gov.



Retirees listen to a presentation from Aetna during the March Brown Bag session.



Message from Human Resources Director

Dear City of San Antonio Retirees,

As we find ourselves in the middle of spring, I wanted to share what we've been up to in the Human Resources Department. We continue to work closely with our new medical claims vendor, Blue Cross and Blue Shield of Texas (BCBSTX), to identify ways to assist our employees and retirees with any questions they have about the plans or their claims. Additionally, we've brought an onsite representative on board from BCBSTX who is dedicated to the City and available to help address any issues that may arise. Read more about our new team member on page 3.

RECOSA, it was mentioned that information about how to determine when a medical situation calls for urgent care or emergency care would be beneficial, so our partners at BCBSTX have provided a great chart that addresses this topic that you'll also find on page 3. Please keep this information close by as it could serve as a great resource for you and your family.

And finally, our Wellness team has been busy planning this month's Brown Bag session and helping with the TMRS luncheon taking place in July—I hope you will make plans to attend both events.

Please be sure to let us know if there are any topics you would like to see covered by sending an email to cosaretiree@sanantonio.gov.

During our last meeting with



TMRS to Host Luncheon & Workshop for City Retirees

The Texas Municipal Retirement System (TMRS) cordially invites City of San Antonio Retirees to a luncheon on Wednesday, July 26 from 9 a.m.—noon at the Central Library, 600 Soledad St.

Both TMRS and RECOSA will offer short presentations and it is expected that vendors will be onsite to provide valuable information related to health, social security, assisted living, 457 plans, and more.

Vendor tables will be open at 9 a.m. with presentations beginning at 10 a.m. and lunch to follow at 11 a.m. This event is free and open to all City of San Antonio retirees. Parking will also be free and available in the Library's parking garage.

Please RSVP to 210-207-7000 by Friday, July 14 to reserve a seat. Contact RECOSA at 210-504-9567 with any questions.

Notes From The City Manager



Sheryl Sculley

Dear City of San Antonio Retirees:

It's hard to believe how fast time has gone by. We're almost half-way through the calendar year, which means we are that much closer to the City's Tricentennial celebration in 2018. As you may know, we have established the Tricentennial Commission dedicated to the planning and preparation of the many activities that will commemorate this milestone in our City's history. The commission is seeking volunteers and ambassadors to help with the efforts that will make next year one to remember. If you are interested in serving in either of these capacities, please visit <https://www.sanantonio300.org> for more information and to complete the application. As retired City employees, we know you have a unique perspective of the City that would be valuable in either of these roles.

I want to thank you for continuing to work closely with the Human Resources Department regarding retiree issues. It is especially helpful as we prepare the 2018 FY Proposed Budget and begin prioritizing the needs of our residents, employees, and retirees for the upcoming year. Information regarding the budget will be made available to you in future issues of *Retiree Matters*. As always, please feel free to contact my office with any questions, and thank you for your years of dedicated service to our City, its residents, and visitors.

Words on RECOSA



Liz Garcia

RETIREE MATTERS is more than just the name of this newsletter. It is a phrase that has a crucial life or death meaning to COSA retirees who depend on non-retirees to develop and manage our health benefits options. If those in control do not believe that retirees matter, then we are sunk. Those in control are City staff and City Council, statewide and nationally elected officials, including the President of the United States. Fortunately, RECOSA (Retired Employees of the City of San Antonio) has been invited to work diligently with City staff to analyze health benefit data and costs, evaluate health plan proposals, suggest expanded health benefit options, and provide feedback regarding the quality of service delivered by health providers. How does RECOSA do this? It starts with **you**, the retiree who communicates to board members his or her experience, whether successful or disappointing. Sharing these experiences with RECOSA enables the Board members to better represent retirees' concerns when meeting bi-monthly with Human Resources staff to discuss health benefit issues.

Can you make a difference? Yes, you can. As you know, two new health third-party administrators, Blue Cross Blue and Blue Shield of Texas and CVS/caremark, have been contracted to process employee and pre-65 retiree claims for the City of San Antonio. The health plan design remains the same as the plan of the previous contract with UnitedHealthcare. At RECOSA's request, Human Resources invited the new vendors to the August 2016 and March 2017 Brown Bag Sessions so all retirees could have an opportunity to become well acquainted with the new providers and ask questions of them and City staff. Aetna, who serves post-65 retirees, was also represented at these sessions. A number of important questions were asked during this session (such as, how do we ensure that our doctors, lab, emergency room, hospital, etc. are in the provider network and will our insurance cover another doctor if we want a second opinion?). A complete list of these questions and answers can be found on RECOSA's webpage, www.recosa.org. If you are unable to access the website, you may call RECOSA for a copy and it can be mailed to you.

Whenever you have a question regarding a health service, please call the customer service number listed on your health card. If after you do this you still have questions, call HR Employee Benefits for further information. The communications that we have received from retirees has helped shape health care provisions. Many have asked for the City to consider a PPO dental plan for retirees and this is currently being addressed. The RECOSA Board encourages retirees to continue communicating your experience with us so that you can be better served. All members are also invited to attend monthly RECOSA Board meetings held every second Tuesday of the month at our new location, Lions Field Adult and Senior Activity Center, 2809 Broadway.

Mark your calendars for these additional upcoming events that will be held at the Central Library: **May 19th—Brown Bag Session – Neighborhood Concerns; July 26th—TMRS Sponsored Lunch and Learn; August 19th—Brown Bag Session – Proposed 2018 Budget; and November 9th—RECOSA Annual Meeting & Board Elections.**

Please RSVP at 210-207-7000 to reserve a seat for these events.

To leave a message for RECOSA, you may call 210-504-9567 or email info.recosa@gmail.com. If you need assistance the day of the event to get from the Library parking lot to the auditorium, please let us know prior to the day of the event.

Liz Garcia, RECOSA Chair

Healthy Living

City is Pleased to Announce Blue Cross and Blue Shield of Texas Onsite Representative



Angel Rodriguez

Now that Blue Cross and Blue Shield of Texas (BCBSTX) is processing medical claims for our pre-65 retirees, we have a dedicated onsite representative who is available to answer any questions you may have regarding your medical plan—Angel Rodriguez. Angel has been with BCBSTX for nearly nine years, and is accustomed to working with large employers as he comes to the City from working on the HEB account. Angel is part of a military family and prior to coming to San Antonio, was stationed in Northern California and West Texas. On his off time, Angel loves to spend quality time with his family, whether its shopping for his daughters or riding bikes at local trails.

Angel can be reached weekdays from 8 a.m.—5 p.m. at 210-207-0103 or via email at angel.rodriguez@sanantonio.gov.

Emergency Care vs Urgent Care vs Doctor's Office

For many people, it can be a challenge to determine when you need an emergency room or urgent care facility to treat an injury or illness. Thanks to Blue Cross and Blue Shield of Texas, this overview can serve as a quick reference guide that explains the differences. Regardless of the type of facility you chose, whenever possible, make sure it is an in-network provider because you will usually pay less. If you need help finding an in-network provider, search online at bcbstx.com or call the Customer Service number on the back of your member ID card.

	Virtual Visits powered by MDLIVE	Doctor's Office	Retail Health Clinic	Urgent Care Center	Hospital ER	Freestanding ER
Who usually provides care	Primary Care Pediatrics, Family and Emergency Medicine Doctors	Primary Care Doctor	Physician Assistant or Nurse Practitioner	Internal Medicine, Family Practice, Pediatric and ER Doctors	ER Doctors, Internal Medicine, Specialists	ER Doctors, Internal Medicine, Specialists
Sprains, strains		■	■	■	<ul style="list-style-type: none"> • Any life-threatening or disabling conditions • Sudden or unexplained loss of consciousness • Major injuries • Chest pain; numbness in the face, arm or leg; difficulty speaking • Severe shortness of breath • High fever with stiff neck, mental confusion or difficulty breathing • Coughing up or vomiting blood • Cut or wound that won't stop bleeding • Possible broken bones 	<ul style="list-style-type: none"> • Most life-threatening or disabling conditions • Most major injuries • Do not always accept ambulances • Look like urgent care centers, but can care for emergencies • Open 24 hours a day, seven days a week • Physically separate from a hospital • Subject to the same copay as hospital ER • Staffed by ER physicians
Animal bites		■	■	■		
X-rays				■		
Stitches				■		
Mild asthma	■	■	■	■		
Minor headaches	■	■	■	■		
Back pain		■	■	■		
Nausea, vomiting, diarrhea	■	■	■	■		
Minor allergic reactions	■	■	■	■		
Coughs, sore throat	■	■	■	■		
Bumps, cuts, scrapes	■	■	■	■		
Rashes, minor burns	■	■	■	■		
Minor fevers, colds	■	■	■	■		
Ear or sinus pain	■	■	■	■		
Burning with urination	■	■	■	■		
Eye swelling, irritation, redness or pain	■	■	■	■		
Vaccinations		■	■	■		

Contacts

City of San Antonio Human Resources Customer Service
 111 Soledad, Ste. 100
 San Antonio, TX 78205
 210-207-8705 (P)
 210-207-6043 (F)
sanantonio.gov/EmployeeInformation/RetiredEmployees
 cosaretir-
 ee@sanantonio.gov
 hrcustomerserv-
 ice@sanantonio.gov

Retiree RSVP Line
 210-207-7000

Davis Vision
 1-800-448-9372
www.davisvision.com

Delta Dental
 1-800-422-4234
www.deltadentalins.com/cityofsanantonio/retirees.html

Aetna
 1-800-842-1306

Medicare
 1-800-633-4227
www.medicare.gov

Retiree Liaison
 Ann Solis
 210-207-0073

Texas Municipal Retirement System
 1-800-924-8677
www.tmr.com

Blue Cross and Blue Shield of Texas
 1-800-521-2227
BCBSTX.COM

CVS/caremark
 1-866-808-7470

HSA Bank
 1-855-731-5220