



Fort Bend County Podcasts

Podcast Episode 45- Boon Chapman Advocates

August 28, 2025

****Please note, anything that is said in the podcast does not supersede actual plan or program languages, and anyone wishing for specific information in regards to coverage should go directly to the plan documents found under risk management on eConnect.**

Gina: Welcome to this week's Benefit Detective Podcast. I'm Gina.

Wendy: And I'm Wendy.

Gina: Hey, Wendy. Have you ever been to a doctor's appointment and when you're standing in front getting checked in, they say, ma'am, we show that you do not have any insurance coverage. At that point, what do you do?

Wendy: Well, don't panic and don't cancel your appointment. You can contact the Fort Bend County Advocate Center with Boon Chapman. They are advocates for our employees and our retirees. If you have any questions, any issues like that that arise, you will call them at +1 888-660-0467 option 3. If you have any issues with our Fort Bend County Medical or Fort Bend County Dental.

Gina: Also, keep in mind, when you go and present your card to a provider, they may automatically assume you have Aetna because of that Aetna logo that's on the corner. So just advise them that, no, it is not through Aetna. It is through Boon Chapman. So, make sure when they are checking eligibility that it is ran through Boon Chapman and not through Aetna.

Wendy: The Fort Bend County Advocates can also help you find an in-network provider, in network specialty doctor, even an in-network facility.

Gina: Yes. The Fort Bend County member advocates is a really great tool to use. So, if you haven't used them yet, it is a great benefit for you to utilize.

Wendy: And if you have an issue with an explanation of benefits.

Gina: Yes.

Wendy: You know, from a provider, your lab. I know I had an issue with my lab. I reached out to our advocates, and they helped me get that straightened out.

Gina: Absolutely. So, any questions on bills, they can help navigate that for you. They can actually make phone calls to that provider who's sending you a bill if it's incorrect or if they're missing information. Other insurance verification forms. Those usually go out twice a year on every member that's on the Fort Bend County medical insurance. So, make sure you complete those forms and send those in within a timely manner or they will, you know, freeze on making any payments for any claims. So, yeah, just make sure that you do those and send those in.

Wendy: We have Elexis with us today, and she's going to give us an update on the biometrics and HRAs.



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Elaxis: So on-site biometric screenings are officially over. However, you can still get a biometric screening and an HRA in order to get that \$120 discount on your medical premiums for the following year. So, one way to do this is to contact Concentra at the FBC employee clinic. You will have to make an appointment. Appointments can be made by phone. The phone number is (281) 633-7750, and just ask that a biometric screening be performed. Now remember, after you get your biometric screening, you will have to complete the health risk assessment. You'll go to the website. You will need to create an account because, remember, this health risk assessment we have never taken before because it is a brand-new vendor. So, you will have to create an account. Once you create your account, then you will take the health risk assessment. After you answer all of the questions, it will give you your health wellness score, and then just make sure that you keep that information for your medical records. The next option that employees have if they cannot get to an on-site biometric screening and or cannot get an appointment with Concentra is you can take the medical verification provider form to your own physician. Your physician will then complete this form, sign off on it, and then just remember to keep that form for your records and also give us a copy of the form. You can scan an email, you can fax it, or you can drop it off to our office.

Wendy: And what is the deadline for the biometric and HRA?

Elaxis: The deadline is 11/14/2025.

Wendy: Thank you, Elaxis, for dropping by and giving us the update.

Elaxis: You are most welcome. Thank you for coming to grab me.

Gina: Well, that's a wrap for this week's benefit detective podcast. I'm Gina.

Wendy: And I'm Wendy. And listen for our next podcast.

Gina: And remember, the benefit detectives are here to help.