



Fort Bend County Podcasts

Podcast Episode 43- Staying in the Loop

July 24, 2025

Gina: Welcome to this week's benefit detective podcast. I'm Gina.

Wendy: And I'm Wendy. Our on-site biometrics are still going strong until August 22. And remember, this is a two-part process to qualify for the premium discount for the next year plan year.

Gina: Yes.

Wendy: And once you complete the biometrics, you will need to input that information into the Health Risk Assessment questionnaire that is found online. You can complete this HRA at any computer. Does not have to be a county computer, or you can do it on your phone as long as you are connected to the Internet. It's best to create an account for the HRA in case you have to log back in if you forget to print your, confirmation of completion. So that's something very important to do. And another way to get the medical discount is our medical provider form. If you already have an appointment for your annual physical with your primary doctor, take this medical provider form with you, have them complete it, and get it back sent back to our office, and that will also make you eligible for the discount.

Gina: Yes. Now if you have not had a chance to go to an on-site, biometric and want to, you're in luck because tomorrow, we have one. It's going to be at the Sienna Annex location on the First Floor, the community room, from nine to eleven. So, feel free to stop by. It is all walk in, so no appointment is necessary. As all may be aware, Boon Chapman representatives were here not too long ago for the quarterly meetings, and all those appointment times were booked up. So many people showed up. They had questions for Boon Chapman representatives, so that was really good. So good job, guys. So, some of in case you are, ever wanting to meet with Boon Chapman, some of the questions that a lot of people may ask are regarding claims. Maybe they're getting a bill that they are not understanding, or why was a certain bill paid a certain way or hasn't been paid. Some had eligibility questions. Some had surgery questions. Some wanted information more on Care Navigation or what could be covered. So, anything like that is valid to make appointments. And, of course, your spouses can go with you, but, of course, if anybody who's on your plan who's 18 years and older, they would have to have a HIPAA form sign in order to give you permission to talk. And we did have some circumstances where some people that already had appointments couldn't make it in person at that moment and called us requesting a Boon Chapman representatives could give them a call, and they were happy to accommodate. Boon Chapman went ahead and gave those employees a call during their allotted time. So, yeah, everything worked out.

Wendy: That was really good.

Gina: It was good.



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Wendy: And there'll be another quarterly meeting before the end of this plan year. So, watch your emails. And if you have our Risk Management Facebook, we'll also have that information posted there later this year to see when they will be back.

Gina: Absolutely. Keep in mind that we also have the Fort Bend County Member Advocate center with Boon Chapman that is available to you Monday through Friday. So, if you can't wait for the upcoming quarterly meeting with Boon Chapman and need to speak to them, give them a call at +1 (888) 660-0467. Well, that wraps up this week's benefit detective podcast. I'm Gina.

Wendy: And I'm Wendy. And tune in to the next podcast to stay in the loop and stay informed.

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