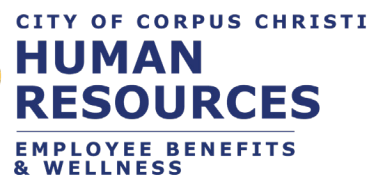


Benefits Guide

For benefits effective October 1, 2026 through September 30, 2027.





WELCOME

The City of Corpus Christi wants you and your family to be happy, healthy and secure. That’s why we offer a benefits program designed to help you achieve your physical, financial and work-life potential. We are committed to providing you with tools and resources to help you maximize your benefits, including this Benefits Guide. Please review it carefully for highlights of our benefits and discuss your options with your family.

For more details on your benefits, important documents and to enroll in coverage, please explore our Employee Benefits website at **benefitscc.org**.

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Getting Started

ELIGIBILITY

Full-time employees in a regularly budgeted position routinely assigned to work 40 hours per week, excluding temporary employees, are eligible for benefits. Part-time employees averaging 30 hours per week may also qualify for medical coverage.

Eligible dependents include your spouse/common-law spouse and dependent children up to age 26, including biological children, stepchildren, adopted children or foster children. Please note that a child may not be insured in medical, dental or vision coverage by more than one member.

IMPORTANT INFORMATION

- Our plan year is October 1 through September 30.
- Benefits are effective on your date of hire. You will be automatically enrolled in basic life coverage, long-term disability plan 1 and the Texas Municipal Retirement System. To add benefits for yourself or your dependents, complete the enrollment form within 30 days of your date of hire.
- Elections you make when first becoming eligible or during Open Enrollment will remain in effect until our next Open Enrollment period. In addition, if you decline coverage for yourself and/or your dependent(s) when first becoming eligible, you must wait until the next Open Enrollment period to enroll. However, if you experience a qualifying life event (see below) during the year, you may make changes to your elections at that time by completing a benefits change form.

QUALIFYING LIFE EVENTS

If you experience a qualifying life event during the year, you may make changes to your elections within 30 days of the event by submitting a completed enrollment change form to **EmployeeBenefits@corpuschristitx.gov**. Qualifying life events may include the birth or adoption of a child, marriage, divorce, death of a dependent or a change in your or your spouse's work status that affects your benefits or a dependent's loss of eligibility.

It is your responsibility to make changes to your benefit elections by contacting the Benefits Office at Human Resources at (361) 826-3300 (option 2) within 30 days of the event. If you fail to do so, you will not be able to enroll or make changes until the next Open Enrollment period. Requested changes to your benefit plan must be on account of and consistent with the nature of the qualifying event.

Open Enrollment

HOW TO ENROLL

- Go to **benefitscc.org** and choose "Employee Self-Service" in the top menu
- Select "Click Here" under "infor EMPLOYEE SELF SERVICE"
- Log in—for password assistance, call (361) 826-3766
- Follow the on-screen instructions

DEPENDENT ELIGIBILITY VERIFICATION

During Open Enrollment, if you want to add a dependent who is not currently covered on any City insurance plans, please submit a completed Dependent Add form with the required dependent eligibility documentation. New hires are required to provide documentation on their hire date. Required documentation includes:

- **For Spouse/Common-Law Spouse**
 - » A copy of your spouse's/common-law spouse's Social Security card
 - » A copy of your marriage license, registered civil union documentation or Affidavit of Common Law Marriage
- **For Dependent Child(ren) Up to Age 26:**
 - » A copy of the child's Social Security card
 - » A copy of the child's birth certificate or hospital birth record
 - » A copy of the adoption certificate
 - » A copy of a court order guardianship document
 - » A copy of a Qualified Medical Child Support Order
 - » A copy of the Affidavit of Dependent Tax Qualifications

Any required documentation should be delivered to Human Resources—Benefits at 1201 Leopard Street, faxed to (361) 844-1730 or emailed to **EmployeeBenefits@corpuschristitx.gov** (please note: the email address is not secure). Should you have any questions, please call (361) 826-3300 (option 2).

HEALTH



MEDICAL COVERAGE Blue Cross Blue Shield of Texas (BCBSTX)

The City offers two medical plans: Citicare Value and Citicare Consumer-Driven Health Plan (CDHP). Both plans give you the freedom to select your health care providers from the Blue Cross Blue Shield preferred provider network. Citicare Value is a PPO plan, which means that many services can be obtained with a copay. Citicare CDHP is a high-deductible health plan with a health savings account (HSA). The grids on these pages contain plan summaries; for complete coverage details, please refer to the plan documents posted at benefitscc.org/medicalinsurance.

Plan Feature	Citicare Value		Citicare CDHP	
	In-Network	Out-of-Network	In-Network	Out-of-Network
Annual Deductible, Out-of-Pocket Maximum and HSA Contributions (individual/family)				
Deductible	\$1,750/\$3,500	\$7,000/\$14,000	\$3,400/\$6,000	\$5,400/\$10,800
Out-of-Pocket Max.	\$5,000/\$10,000	\$15,000/\$30,000	\$4,500/\$7,300	\$15,000/\$30,000
City HSA Contribution	N/A		\$900/\$2,000 (pro-rated for new hires)	
Services				
Annual Well Visit (preventive)	You pay \$0	You pay deductible, then 50%	You pay \$0	You pay deductible, then 50%
Primary Care Physician Office Visit	You pay \$40 copay	You pay deductible, then 50%	You pay deductible, then 20% ³	You pay deductible, then 50%
Next Level PRIME Virtual Visit (medical or counseling)	\$0 copay	N/A	\$0 copay	N/A
Employee Health & Wellness Membership (Next Level PRIME, see page 5)	You pay \$0 for all Next Level PRIME services			
CVS MinuteClinic	You pay \$15 copay	N/A	You pay deductible, then 20% ³	You pay deductible, then 50%
Specialist Office Visit	You pay \$65 copay	You pay deductible, then 50%	You pay deductible, then 20% ³	You pay deductible, then 50%
Basic Lab & Radiology	You pay 20%	You pay deductible, then 50%	You pay deductible, then 20% ³	You pay deductible, then 50%
Major Lab & Radiology (MRI/CT/PET)	You pay deductible, then 20%	You pay deductible, then 50%	You pay deductible, then 20% ³	You pay deductible, then 50%
Urgent Care Visit	You pay \$75 copay	You pay deductible, then 50%	You pay deductible, then 20% ³	You pay deductible, then 50%
Emergency Room (ER) Visit ²	You pay \$350 copay, then 20%	You pay deductible then 20% or 50% ¹	You pay deductible, then 20% ³	You pay deductible, then 20% or 50% ¹
Inpatient Hospital Services	You pay deductible, then 20%	You pay deductible, then 50%	You pay deductible, then 20% ³	You pay deductible, then 50%

¹ If not life-threatening.

² You will pay a \$250 fee for non-emergency ER use.

³ Effective October 1, 2026.

PRESCRIPTION DRUG COVERAGE CVS Caremark

Plan Feature	Citicare Value	Citicare Consumer-Driven Health Plan
Prescription Drugs	(30/90-day copays)	(30/90-day copays)
Advanced Control Formulary	See copays below	You pay deductible, then 20%
Preventive Formulary		
• Generic	\$10/\$20	\$10/\$20 ¹
• Preferred Brand	\$35/\$70	\$35 ¹ /\$70 ¹
• Non-Preferred Brand	\$70/\$140	\$70 ¹ /\$140 ¹
• Specialty	\$125 ²	Deductible, then 20% ²

¹For non-preventive medications, you pay the deductible, then 20%. ²Specialty medications are only available in 30-day supplies.

BIWEEKLY MEDICAL RATES

Coverage	Employee Only	Employee & Spouse	Employee & Child(ren)	Employee & Family
Citicare Value	\$105.60	\$430.21	\$352.44	\$606.90
Citicare CDHP	\$29.54	\$200.14	\$163.71	\$281.90

Wellness Incentive Discount

Employees who are enrolled in a plan with their spouse and/or child(ren) and earn the wellness incentive will receive a \$20 discount and an additional \$20 discount if their spouse earns the wellness incentive.

Next Level PRIME

The City has partnered with Next Level PRIME to bring you an exceptional healthcare experience built around you, with fast access to care, shorter wait times and support for your physical and emotional well-being. Best of all, it's included with your enrollment in a Corpus Christi medical plan.

With Next Level PRIME, You Have Access to:

- **Primary, preventive and chronic care services**, available seven days a week, from 9 a.m. to 9 p.m.
Note: appointments are required.
- **Urgent care**, available seven days a week from 9 a.m. to 9 p.m. Walk in or schedule ahead.
- **Telemedicine and virtual care navigation**, available 24/7. You can schedule an appointment using the Next Level PRIME app.
- **Health and wellness coaching**.
- **Wellness counseling sessions** to help you manage anxiety, depression and other behavioral health concerns. You can schedule up to 12 sessions.
- **Weight loss support**, including a health coach and access to a discounted weight loss subscription with GLP-1 medications for members who qualify.

What You Need to Know:

- If you already have a primary care doctor, you can use PRIME whenever your doctor isn't available. A visit summary will be sent to your regular provider afterward.
- Annual physicals can be scheduled through the app; a PRIME provider will do a virtual intake first, then set up your in-person exam.
- Prescriptions aren't covered by membership, but the app includes a pharmacy discount card to help lower costs.
- Many labs, vaccines and durable medical equipment items are covered under the membership.
- For after-hours concerns, Care Navigators are available 24/7 in the app, and a PRIME provider is also available around the clock for telemedicine appointments. Specialist needs are referred in network; emergencies are directed to the nearest ER.

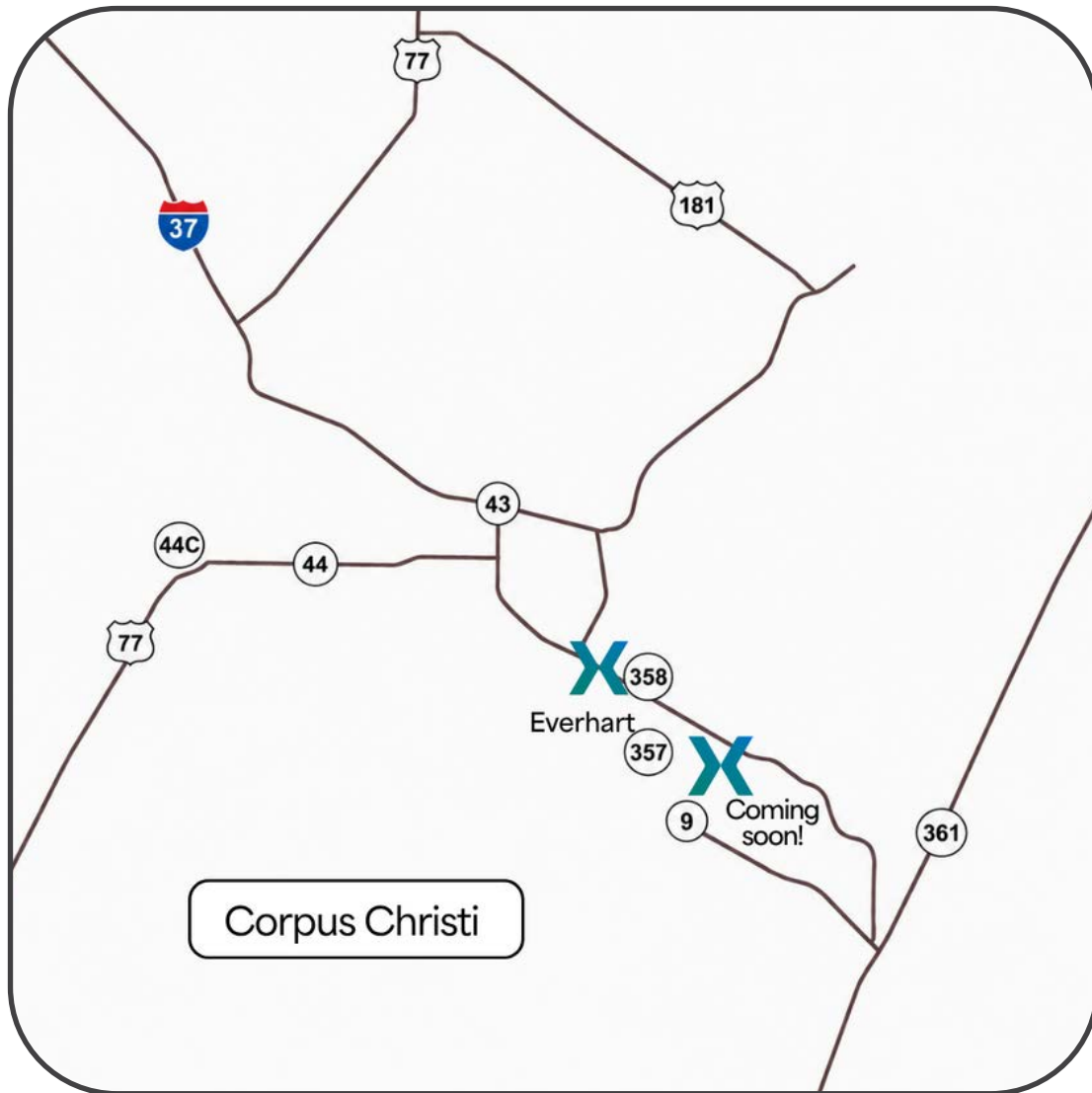
Get Started Using Next Level PRIME:

Schedule an appointment through the Next Level PRIME app: **Google Play | Apple App Store**

- Visit **nextlevelurgentcare.com**
- Call 833-957-6200 toll-free

Care Is Close By:

Next Level Urgent Care locations are convenient and close by whenever you need care. Please note, the Everhart location will open on October 1, 2026.



Everhart

4717 S Padre Island Dr.
Corpus Christi, Texas 78411

2nd Corpus Christi Location – Coming Soon!

Intersection of Saratoga and Cimarron

People Like Me

Need some examples to fully understand our health plan offerings? These three scenarios can give you insights into which plan might be right for you.



MONIQUE | 26

No dependents

Monique is relatively healthy and doesn't go to the doctor much aside from her annual preventive exam.

Medical Plan: Citicare CDHP

- Individual annual deductible of \$3,400
- Individual annual out-of-pocket maximum of \$4,500
- You pay a 20% coinsurance for all services once the deductible is met¹
- \$900 health savings contribution from the City (if eligibility requirements met); can also set aside own pre-tax funds
- Employee-only coverage at \$25.65 per biweekly pay period

The Citicare CDHP offers Monique a great low-cost coverage option, especially since she doesn't have a lot of health care needs. She can use the \$900 HSA contribution from the City to cover any out-of-pocket costs she has this year, or she can save them for the future.



JESSE | 47

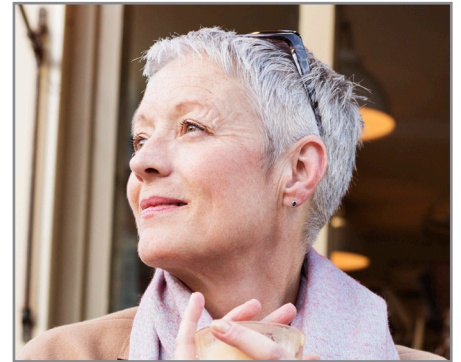
Family of four

Jesse's family gets their preventive annual well visits every year. This year, Jesse's wife also has a broken bone, and his daughters came down with the flu.

Medical Plan: Citicare Value

- Family annual deductible of \$3,500
- Annual out-of-pocket maximum of \$10,000
- Annual well visit and employee wellness clinic visits are free
- Other services have a low copay
- Eligible to enroll and contribute pre-tax funds into a flexible spending account (FSA)
- Employee and family coverage at \$525.60 per biweekly pay period

With a larger, active family, Jesse prefers to pay more for coverage through up-front premiums in exchange for paying less when care is needed.



VALENTINA | 58

Married, no kids

Valentina and her husband are healthy for their age and won't require a lot of health care beyond their annual well visits.

Medical Plan: Citicare CDHP

- Family annual deductible of \$6,000
- Family annual out-of-pocket maximum of \$7,300
- Valentina pays a 20% coinsurance for all services once the deductible is met¹
- \$2,000 health savings contribution from the City (if eligibility requirements met); can also set aside own pre-tax funds
- Employee + spouse coverage at \$174.03 per biweekly pay period

With the CDHP, Valentina and her husband can take advantage of the no-cost annual well visits to ensure they're staying healthy. They can also use the \$2,000 HSA contribution from the City to pay for any out-of-pocket medical expenses that may come up.

¹ Effective October 1, 2026

Saving Accounts in Practice

Review the table below to see how the HSA and FSAs can impact your health care spending.

MONIQUE | 26

No dependents

Monique is relatively healthy and doesn't go to the doctor much aside from her annual preventive exam.

Example HSA Scenario	MONIQUE CITICARE CDHP EMPLOYEE ONLY
Employee Annual Premium Contribution	\$768.04
Applicable Maximum Annual Deductible	\$3,400
HSA Annual Contribution Employer	\$900
HSA Annual Contribution Employee (optional)	\$3,000
Total Annual HSA Contribution	\$3,900
Total Employee Annual Plan Cost (Premium + Employee HSA Contribution)	\$3,768.04
Annual Out-of-Pocket Healthcare Expenses	\$1,140
Remaining HSA Funds to Be Carried Over to the Following Year	\$3,160

JESSE | 47

Family of four

Jesse's family gets their preventive annual well visits every year. This year, Jesse's wife also has a broken bone, and his daughters came down with the flu.

Example FSA Scenario	JESSE CITICARE VALUE EMPLOYEE & FAMILY
Employee Annual Premium Contribution	\$15,779.40
Applicable Maximum Annual Deductible	\$3,500
Health Care FSA Annual Contribution Employee	\$3,400
Total Employee Annual Plan Cost (Premium + Health Care FSA Contribution)	\$19,179.40
Annual Out-of-Pocket Health Care Expenses	\$3,393

VALENTINA | 58

Married, no kids

Valentina and her husband are healthy for their age and won't require a lot of health care beyond their annual well visits.

Example HSA Scenario	VALENTINA CITICARE CDHP EMPLOYEE & SPOUSE
Employee Annual Premium Contribution	\$5,203.64
Applicable Maximum Annual Deductible	\$6,000
HSA Annual Contribution Employer	\$2,000
HSA Annual Contribution Employee (optional)	\$3,600
Total Annual HSA Contribution	\$5,600
Total Employee Annual Plan Cost (Premium + Employee HSA Contribution)	\$8,803.64
Annual Out-of-Pocket Health Care Expenses	\$3,220
Remaining HSA Funds to Be Carried Over to the Following Year	\$2,980

Wellness Program

Earning your wellness incentive is as easy as... 1, 2, 3!

To help support your overall wellness, we offer a health insurance premium discount of **\$20 per pay period**. That means if you meet all the requirements, you'll earn a discount of \$520 for the year! Keep reading to learn more information about the apps and programs available to help you reach your goals.

Here's how to earn that discount between **July 1, 2026, and June 30, 2027**:

1

GET AN ANNUAL WELLNESS EXAM

You can get your exam from any of the following:

- Your personal physician
- The Employee Health and Wellness Membership
- Catapult biometric screening event

2

TAKE THE ONLINE HEALTH ASSESSMENT

Complete this using any of the following:

- **Wellable**, your Employee Wellness Platform (preferred)
- Or...
- Log on to **BCBSTX.com**, select Wellness, then **Well onTarget**

3

COMPLETE THREE WELLNESS BUCKET ACTIVITIES FROM ANY CATEGORY

The City offers a variety of wellness bucket (elective) activities that focus on emotional, financial and physical health. Employees must complete at least three wellness bucket activities from any category.

Spouses on a City medical plan are also eligible for the discount if they complete a wellness exam. They do not need to complete the online health assessment or wellness buckets.

IMPORTANT

Premium discounts will be applied from October 1, 2027, to September 30, 2028.

New employees hired midyear have prorated wellness bucket requirements, based on their date of hire:

- **July 1–October 31**: three buckets
- **November 1–February 28**: two buckets
- **March 1–May 31**: one bucket
- **June 1–June 30**: no buckets are required

Finding An In-Network Medical Provider

To find an in-network provider near you, log on to your Blue Access for Members portal at **mybam.bcbstx.com**.

You can also search as a guest by visiting **bcbstx.com**. Enter your search parameters in the form and select the PPO: Blue Choice PPO network.



Your Wellness Bucket Activities

You may complete three wellness bucket activities from **any** category.

PHYSICAL HEALTH

- Attend a HUSK Nutrition consultation.
- Attend a virtual Wellable food demonstration.
- Walk 25 miles in the Walk Across Texas! program.
- Walk in the American Heart Association's Heart Walk event.
- Run/walk on a City Team in the Beach to Bay Relay event.
- Attend the Wellable Ergonomics webinar.



FINANCIAL HEALTH

- Attend a FinPath financial workshop or coaching session.
- Attend a financial wellness seminar hosted by Human Resources. Subjects include demolishing debt, finding financial freedom, saving for retirement and investing.
- Attend a Mission Square webinar.
- Attend a Mission Square retirement plan consultation.



EMOTIONAL HEALTH

- Attend a Family Counseling Services webinar.
- Attend an Alzheimer's Association educational webinar.
- Attend the Wellable Work-Life Harmony webinar.
- Complete a LinkedIn Learning course made available by Human Resources.



- Receive information about upcoming wellness bucket activities on **Wellable** and on **benefitscc.org/upcoming-events**.
- Employees can complete bucket activities at any time, and from **any** category!
- Visit **benefitscc.org/on-demand** to access a variety of qualifying on-demand opportunities.

Wellness Program

Wellable

WELLABLE

The City of Corpus Christi has partnered with Wellable to complement our employee wellness program. Wellable's modern technology serves as an all-in-one well-being hub with program options to help you thrive. With Wellable, you'll enjoy a holistic experience engaging you with refreshing activities, content modules and live experiences across eight dimensions of well-being:



Physical

Balance physical activity, nutrition, sleep and lifestyle choices.



Occupational

Find personal fulfillment from your job while maintaining life balance.



Social

Develop healthy relationships, foster self-esteem and build community.



Environmental

Recognize your effect on the environment and work to improve your impact.



Spiritual

Encompass purpose in life by developing alignment between personal values and actions.



Intellectual

Engage in creative and stimulating activities that expand your knowledge and skills.



Emotional

Understand and accept your feelings to more easily cope with life's challenges.



Financial

Develop financial freedom through budgeting and financial management.



LEARN TO LIVE BY BCBSTX

More than half of people will struggle with a mental health concern at some point in their lives. But you can learn new skills to break old patterns that may be holding you back. If you deal with anxiety, stress, depression, substance use, panic or sleep problems, there's an online resource with digital programs that can help. Learn to Live is confidential, and you can access it from anywhere. Learn to Live is available at no cost to you or your family (ages 13 and older). Choose the program for you – take a quick assessment today. Log in at bcbstx.com, click "Wellness," then choose "Digital Mental Health."



HUSK NUTRITION

Employees, spouses and dependents ages 12+ enrolled in a medical plan now have access to HUSK Nutrition! Using this virtual benefit, employees can meet one-on-one with Registered Dietitians, who are nutrition experts, up to six times per benefits year at no charge. Visit benefitscc.org/husk to register and for more information.

Progyny—your fertility and family building benefit!

The City of Corpus Christi offers inclusive fertility and family building benefits through Progyny, a leading fertility benefits solution. Progyny is available to all members covered on a City health plan. Your plan's deductibles and cost-sharing apply and accumulate toward your annual maximums. The Progyny benefit includes comprehensive treatment coverage leveraging the latest technologies and treatments, access to high-quality care through a premier network of fertility specialists, and personalized emotional support and guidance for every path to parenthood from dedicated Patient Care Advocates (PCAs). Contact Progyny at (844) 535-0694 or visit progyny.com for more information.



Wellness Program

Wellness Tools & Resources

EMPLOYEE HEALTH & WELLNESS MEMBERSHIP

The City offers its employees a healthcare membership through Next Level PRIME—all at no cost to you. This includes access to in-person clinics that provide direct primary preventive, chronic and urgent care. In addition, the membership includes telemedicine and care navigation, health and wellness coaching, emotional wellness counseling and weight loss solutions.

This membership includes access to the Next Level clinic at 4717 S. Padre Island Dr. in Corpus Christi. Clinics are open seven days a week from 9 a.m. to 9 p.m., and telemedicine and virtual care are available 24/7. Coverage extends to health plan dependents as well. There are no copays, surprise bills or additional out-of-pocket costs for covered services.

Download the Next Level app to schedule appointments, chat with a Care Navigator, request medication refills, access lab results and more.



CATAPULT BIOMETRIC SCREENINGS

The City will also sponsor biometric screening events. Cataapult can provide the required annual wellness prevention visit during an on-site City event.



Family Counseling
SERVICE

FAMILY COUNSELING SERVICE

Our Employee Assistance Program, provided by Family Counseling Service, is available to all employees, their spouses and their dependent children. The City pays for up to three confidential counseling visits per family per fiscal year, for issues related to work, relationships, abuse, depression/anxiety, grief/loss and alcohol/drug dependency.

To schedule an appointment, call (361) 852-9665 (option 3) or email appointments@fcscsb.org.

Family Counseling Service also provides monthly webinars on a variety of relevant mental health and relationship topics. Attending a webinar will fulfill one wellness bucket requirement.

FINPATH FINANCIAL WELLNESS

FinPath
by HUB

With FinPath, everyone has access to one-on-one financial coaches and powerful tools to help move from surviving to thriving. Money management doesn't require a lot of money... it just involves a little extra planning. FinPath enrollment is open year-round to all regular full-time employees.



Unlimited 1:1 Coaching

Financial wellness is a journey; your coach will see you through it.



FinPath Courses

Participate in literacy classes led by FinPath instructors.



Financial Health Tools

Powerful online tools help you budget, reduce debt and more.



FinPath Perks

Get exclusive discounts for other services that help you thrive.

FinPath coaches know how busy you are during the workday, so they are available nights and weekends, too! They are available via live video chat, email, text and Facebook; any way you need them. They focus on these key areas:

- Emergency savings
- Budgeting and spending
- Security and protection
- Credit scores
- Debt management

Health

Tobacco Surcharge

The health and well-being of our employees is one of our top priorities. We want to provide employees an extra incentive for making the healthy choice to not use tobacco and nicotine products.

All civilian employees and/or spouses enrolled in any General City health plan who use tobacco will be subject to a surcharge on health insurance premiums of \$20 per pay period, per tobacco user. You and/or your spouse will be considered a tobacco user if you have used any of the following within the last three months:

- Any tobacco product, including cigarettes, cigars, chewing tobacco, snuff or pipe tobacco
- Any unregulated nicotine device, such as e-cigarettes or vaporizers, used four or more times per week

Failure to truthfully disclose your tobacco use status is a violation of the City's Tobacco Use Surcharge Policy, and disciplinary action could be taken.

To avoid the surcharge, tobacco users have the alternative to complete a Blue Cross Blue Shield tobacco cessation program at no additional cost or a tobacco cessation program supervised by a doctor at their own expense. The surcharge will be removed if proof of program completion is submitted to wellness@corpuschristitx.gov. Tobacco cessation programs will only apply to the plan year in which it was completed.

Why Wait? Get Started Today

The **Blue Cross Blue Shield Tobacco Cessation Program** gives you the knowledge, tools and motivation you need to quit. You'll create a personalized quit plan, while getting the support you need to kick the habit your way.

Choose between two methods of learning:

- **Coaching via phone or secured messaging:** Unlimited access to a coach throughout a program year. Coaches are available Monday through Friday, between 7 a.m. and 10 p.m. and Saturday between 9 a.m. and 4 p.m. CT.
- **Digital Self-management Program:** Weekly lessons in an online course that guide you through the process of quitting tobacco permanently.

Prescription Drug Tools & Resources

CVS Caremark offers digital tools that make managing prescriptions easier. Visit [caremark.com](https://www.caremark.com) for more information and to register your account.

CVS CAREMARK DIGITAL FEATURES

Whether you are on your smartphone, laptop or tablet, CVS Caremark can help you manage your prescription benefits with its digital tools. You can:

- Check drug costs and coverage
- Set up delivery by mail
- Easily refill prescriptions
- Manage your profile
- View your ID card
- Locate nearby pharmacies



Download the CVS Caremark mobile app to explore all of the features.

PRESCRIPTION DRUG FORMULARIES

A formulary is a list of cost-effective, outcome-based drugs covered under your prescription drug plan.

- **For medications taken for a short time (like an antibiotic):** Fill at any in-network pharmacy. Simply present your combined medical/pharmacy card to the pharmacist and pay the applicable copay.
- **For medication taken regularly (such as high blood pressure or diabetes medicine):** You can obtain a 90-day supply for a two-month copay and fill maintenance medications at any retail pharmacy or by mail through the CVS Caremark mail service pharmacy.
- **For specialty medications taken for complex conditions (such as rheumatoid arthritis, hepatitis or cancer):** Our specialty pharmacy can help. Visit [CVSspecialty.com](https://www.CVSspecialty.com).

To access the CVS Caremark list of formularies, go to benefitscc.org/medicalinsurance.

VACCINATIONS

The City has partnered with CVS to provide seasonal vaccines (like the flu vaccine) as well as non-seasonal vaccines (including hepatitis, tetanus, pneumonia and shingles) at no cost to City health plan members! Age guidelines apply. Visit your local CVS for more details. Present your health insurance card and instruct the technician to file the claim through your CVS pharmacy coverage.



Health

Medical Tools & Resources

Our medical plans not only offer comprehensive care—they connect you with tools and resources to help you meet your well-being goals. From 24/7/365 access to board-certified doctors by phone or online video chat to exclusive member discounts on health products and programs, your plans offer support. The following are highlights of just a few of the many programs available.

BENEFITS VALUE ADVISORS

You have choices when deciding where to go for care. BCBSTX's Benefits Value Advisor program can help you find the doctors, providers and facilities that are right for your needs. Benefits Value Advisors can provide the information you need to choose between cost-effective, in-network providers and facilities.

Need help understanding your benefits or obtaining a prior authorization for medical services? Does your claim explanation of benefits leave your claim questions unexplained? Would you like some help moving your MRI or X-ray appointment to a less expensive provider?

The Benefits Value Advisors are here to help! Call the customer service number on the back of your insurance card, (855) 212-1619 and ask to connect with a Benefit Value Advisor.

BLUE ACCESS FOR MEMBERS (BAM) SECURE PORTAL

BCBSTX's secure member website, Blue Access for Members (BAM) at mybam.bcbstx.com, puts online tools and information at your fingertips 24/7 to help you make educated health care decisions and manage your benefits. When you log on, you can:

- View claims and print your explanation of benefits
- Request a new ID card, or print a temporary one
- **Use the Provider Finder tool** to find an in-network primary care physician, specialist or hospital. It can also estimate the cost of hundreds of procedures, treatments and tests and help estimate your out-of-pocket expenses.
- **Participate in the Well onTarget program**, which offers free resources to help you on your journey to lifelong well-being, including a health assessment, online courses, health trackers and more. It even has a mobile app.
- **Access exclusive discounts** on a wide variety of health services and products through the Blue365® Member Discount Program.

Text BCBSTXAPP to 33633 to get the BCBSTX app that lets you use BAM while you're on the go!

24/7 NURSELINE

The free 24/7 Nurseline is staffed by registered nurses who are available 24 hours a day, seven days a week. When a health problem pops up late in the day or in the middle of the night, it can be hard to know how serious it is. Should you go to the emergency room? Should you visit an urgent care facility? Or can you wait until you can see your regular doctor? The 24/7 Nurseline can help answer your health questions at no cost to you, day or night, at (800) 581-0368.

SPECIAL BEGINNINGS® MATERNITY PROGRAM

Having a baby? Help protect your health and your baby's health by signing up for the BCBSTX Special Beginnings® Maternity Program. You can receive the personal attention and information you need to care for yourself and your baby during pregnancy and up to six weeks after you give birth. Program support is available Monday–Friday, 8 a.m. to 6:30 p.m. CT. Call (888) 421-7781 to enroll!

TELADOC HEALTH DIABETES AND HYPERTENSION MANAGEMENT PROGRAMS

Managing diabetes and/or hypertension can be difficult—not to mention expensive. The Teladoc Health Diabetes and Hypertension Management programs make it easy for you and affected family members to manage your condition and focus on what matters most to you. These programs are available at no cost to employees who are covered under a City medical plan. Features include:

- **Connected meter:** Automatically uploads your blood glucose or blood pressure readings to your secure online account and provides real-time personalized tips.
- **Coaching support:** Communicate with a coach anytime about nutrition or lifestyle changes related to diabetes.
- **Unlimited strips:** When you are about to run out, we ship more supplies, at no cost to you, right to your door.

To enroll, visit TeladocHealth.com/Smile/CORPUS.

Everyday Protection

Accident and hospital coverage that pays cash directly to you.



Accident Insurance

NO PRE-EXISTING CONDITION LIMITATIONS
CURRENT CONDITIONS ACCEPTED ON ALL PLANS

Cash benefits for covered injuries - on or off the job. Use the money for deductibles, transportation, childcare, groceries or anything else.

\$1,500

Hospital admission

\$2,500

ICU admission

\$400

Ground ambulance

\$2,000

Air/water ambulance

Also includes injury, treatment, recovery, accidental death and \$75 annual wellness benefits.

Designed for everyday life

24-hour coverage and portability are included. Active-lifestyle benefits may increase certain covered benefits by 20%.

Per-pay-period rates

Coverage tier	Rate
Employee only	\$7.20
Employee + spouse	\$11.76
Employee + child(ren)	\$15.72
Employee + family	\$20.34



Hospital Indemnity

Fixed cash benefits help with the expenses that arrive with a covered hospital stay - from medical bills to travel, household costs and recovery support.

\$2,000

Hospital admission

\$100/day

Hospital confinement

365 days

Maximum confinement

24-hour

Coverage

ICU admission and ICU confinement are included within the hospital admission benefit.

Straightforward hospital protection

One hospital admission benefit per year, daily confinement protection, no participation requirement and the Wellcard Savings Program.

Per-pay-period rates

Coverage tier	Rate
Employee only	\$8.85
Employee + spouse	\$19.42
Employee + child(ren)	\$12.33
Employee + family	\$22.89

Protect Your Income

Critical illness and disability coverage for life's unexpected turns.



Critical Illness + Cancer

NO PRE-EXISTING CONDITION LIMITATIONS
CURRENT CONDITIONS ACCEPTED ON ALL PLANS

A covered diagnosis can bring costs health insurance was never designed to handle. A lump-sum cash benefit can help with treatment, travel, lost income and everyday bills.

100% BENEFITS INCLUDE

Invasive cancer • Heart attack • Stroke • Major organ transplant • End-stage renal failure • Coma • Paralysis • Loss of sight, speech or hearing

COVERAGE CHOICES

Employee coverage in \$10,000 increments up to \$50,000. Spouse and child coverage may equal 50% of the employee amount.

Employee age	Per pay period per \$1,000
0-19	\$0.295
20-24	\$0.295
25-29	\$0.355
30-34	\$0.420
35-39	\$0.563
40-44	\$0.702
45-49	\$0.928
50-54	\$1.158
55-59	\$1.477
60-64	\$1.957
65+	\$2.363

Spouse age	Per pay period per \$1,000
0-19	\$0.138
20-24	\$0.138
25-29	\$0.171
30-34	\$0.198
35-39	\$0.268
40-44	\$0.342
45-49	\$0.475
50-54	\$0.600
55-59	\$0.762
60-64	\$1.011
65+	\$1.228



Short-Term Disability

If a covered sickness or injury keeps you from working, this coverage can replace part of your paycheck while you focus on recovery.

60%

Of base pay

\$4,000

Maximum monthly benefit

14 days

Accident/sickness wait

3 months

Maximum duration

Annual open enrollment with no evidence of insurability • Waiver of premium • Benefits are non-taxable.

Per pay period per \$100 monthly benefit

Issue age	Rate
17-49	\$0.508
50-64	\$0.595
65-74	\$0.762

Critical illness and disability unit rates are shown to three decimals; the final payroll deduction is rounded to cents.



Finding an In-Network Dentist

To find an in-network provider near you, log on to the Blue Access for Members website at mybam.bcbstx.com.

If you'd rather search as a guest, visit bcbstx.com/find-care-find-a-dentist. Click on BlueCare Dental to search your network by location, dentist name, dental office name or county.

DENTAL COVERAGE

Blue Cross Blue Shield of Texas (BCBSTX)

The City offers two optional dental plans: the Basic Plan and the Expanded Plan. If you or your eligible family members require major dental services, like Class C or D services, you'll want to consider the Expanded Plan. If not, the Basic Plan is probably sufficient. Below is a side-by-side comparison of both dental plan options. For complete coverage details, please refer to the Plan Documents, which can be found online at benefitscc.org/dentalinsurance.

Plan Feature	Basic Plan	Expanded Plan
Annual Deductible for Class B, C and D Services (per person/per family unit)	\$50/\$150	\$50/\$150
Annual Maximum Benefit for Class A, B and C Combined	\$3,000	\$4,500
Class A: Preventive (oral exams, X-rays, cleaning, etc.; limit two per person per plan year)	Plan pays 100% of allowable charge, deductible waived	Plan pays 100% of allowable charge, deductible waived
Class B: Basic (space maintainers, oral surgery, composite fillings, extractions, etc.)	Plan pays 80% of allowable charge	Plan pays 85% of allowable charge
Class C: Major (endodontics, metal/porcelain crowns, inlays/onlays, dentures, etc.)	Plan pays 60% of allowable charge	Plan pays 85% of allowable charge
Class D: Orthodontia (dependent children through age 19)	Plan pays 60% of allowable charge	Plan pays 85% of allowable charge
Orthodontia Lifetime Maximum	\$3,000	\$4,500

BIWEEKLY DENTAL RATES

Coverage	Employee Only	Employee & Spouse	Employee & Child(ren)	Employee & Family
Basic Plan	\$12.50	\$25.00	\$31.25	\$43.75
Expanded Plan	\$22.95	\$45.90	\$57.38	\$80.33

VISION COVERAGE

VSP

Take care of your eyesight with our optional vision plan administered by VSP. The VSP Advantage Network offers more than 24,000 doctors and 35,000 access points.

Each doctor in the VSP network provides exam and eyewear services, so there is no need for members to have an exam in one location and then travel to another for their lenses and frames. If you choose to see a non-VSP provider, benefits will be reimbursed according to the plan schedule. For complete coverage details, please refer to the Plan Documents, which can be found online at benefitscc.org/vision.

Plan Feature	In-Network Coverage	Out-of-Network Reimbursement
Annual Eye Exam	\$10 copay	Up to \$45
Lenses (per pair)		
Single Vision	\$25 copay	Up to \$30
Bifocal	\$25 copay	Up to \$50
Trifocal	\$25 copay	Up to \$60
Progressive	\$25 copay (standard progressive)	Up to \$50
Contacts		
Fit and Follow-Up Exams	15% discount, not to exceed \$55	No benefit
Elective	\$150 allowance	Up to \$100
Medically Necessary	Covered in full	Up to \$210
Frames		
Frames	\$150 allowance	Up to \$50
Frequencies (months)		
Exam/Lenses	Every 12 months	Every 12 months
Frames/Contacts	Every 24 months/Every 12 months	Every 24 months/ Every 12 months

BIWEEKLY VISION RATES

Employee Only	Employee + 1 Dependent	Employee + 2 or More Dependents
\$2.40	\$4.37	\$6.68

SUPPLEMENT YOUR COVERAGE

Remember, medical plan members have access to the Blue365 Member Discount Program. You can use it to save money on non-covered health and wellness services to complement your medical, dental and vision coverage. You'll enjoy preferred pricing on a wide range of health services and products, including dental products, eye exams, glasses, contacts and LASIK, to name just a few.

Register at blue365deals.com/bcbstx to start cashing in on savings!

Finding an In-Network Vision Provider

To find an in-network provider near you, visit vsp.com. Click on Find a Doctor and search by your location. Then, click on Advanced Search, select the Advantage network and Apply Filters.



Texas Municipal Retirement System

TMRS

TMRS is a required retirement plan for all full-time employees. The following is a high-level overview of the plan:

- TMRS contributions are 8% of your pay.
- The city will match your contributions two-to-one during retirement.
- With TMRS retirement options, you are guaranteed a retirement check for the rest of your life.
- No income taxes are withheld until you retire or separate from the City and request a refund.
- You are vested after five years, which means you may leave your deposits with TMRS to continue to earn interest until you are ready to retire, even if you leave the City. You are eligible to retire if you have five years of service and are age 60 or over. However, if you have 20 years of service, you are eligible to retire at any age.

You can track your TMRS balance, view or change beneficiaries, update your address or phone number and more at tmrs.com.

457 Deferred Compensation Plan

MissionSquare

The City offers a 457 deferred compensation plan that can provide additional savings for retirement.

- With the 457 plan, funds are deducted pre-tax and interest accumulates tax deferred. Withdrawals are subject to income tax. You can also select a post-tax contribution option for the 457 plan.
- With the Roth IRA option, funds are contributed after tax and interest accumulates tax free. The advantage to the Roth option is that all withdrawals made after age 59 ½ are not subject to income tax.
- With both the 457 Plan and Roth options, your contributions will be invested in the funds that you select and the value of your account will fluctuate based on fund performance.

You may set up, stop or make changes to your contribution amount at any time, not only during Open Enrollment. You can make withdrawals from your account when you leave employment, as well as during employment, subject to the City's rules and IRS rules. Loan options may also be available.

For more information, log on to missionsq.org or contact your Employee Benefits team at (361) 826-3300 (option 2) or EmployeeBenefits@corpuschristitx.gov.

Flexible Spending Accounts (FSA)

Optum

Flexible spending accounts (FSAs) allow you to pay for eligible health and/or dependent care expenses on a pre-tax basis, meaning your FSA contributions are deducted from your pay before your federal and Social Security taxes are calculated. The result is that your taxable income is reduced and you get to keep a greater portion of your paycheck. You have the option of participating in a health care FSA or a dependent care FSA. **You must enroll in an FSA each year to participate, even if you were enrolled the prior year.**

Health Care FSA

Eligible Expenses	Qualified medical, dental and vision expenses not covered by insurance, including deductibles, copays and coinsurance
Maximum Annual Contribution*	\$3,400

Dependent Care FSA

Eligible Expenses	Qualified dependent care, such as childcare, preschool, before- or after-school programs, summer day camp or care for an elderly parent
Maximum Annual Contribution*	\$7,500 (or \$3,750 if married and filing separately)

*Minimum election for either FSA is \$260 annually.

For a complete list of qualified health care expenses, visit irs.gov/pub/irs-pdf/p502.pdf. For a complete list of dependent care expenses, visit irs.gov/pub/irs-pdf/p503.pdf.

Please note:

- **You cannot enroll in the FSA if you are enrolled in the health savings account (HSA).**
- As an employee, you are eligible to participate in an FSA even if you do not enroll in the City's medical insurance plans.
- Money can only be used to pay for qualified expenses incurred during the plan year (October 1, 2026, through September 30, 2027).
- The IRS requires that any unused funds in your FSA at the end of the plan year be forfeited, so be sure to carefully estimate your needs. You can always check your balance online at optumbank.com.

Wealth

Health Savings Account (HSA)

Optum Bank

The Citicare CDHP offers comprehensive health care coverage at a lower premium and higher deductible than traditional health care plans. The plan also features a health savings account (HSA) that enables you to pay for current, qualified health care expenses and save for future expenses on a tax-free basis*. You have the opportunity to set aside funds in your HSA before taxes through convenient payroll deductions (see "How Your HSA Is Funded").

HOW THE CDHP WORKS

The CDHP, along with your HSA, puts health care spending in your hands. With lower premiums to pay for coverage, you choose how to spend your health care dollars. You can either pay for eligible services by using funds in your HSA, or you can pay for them out of your own pocket. You can only use HSA funds as they are deposited in your account. You can always reimburse yourself later once you have accumulated funds in your account. You cannot fund both an HSA and a health care FSA in the same year.

HOW YOUR HSA IS FUNDED

Your Contributions

There are two ways to contribute money to your HSA:

- **Pre-tax contributions** through payroll deductions
- **After-tax cash contributions** that are deductible when you file your taxes

City Contributions

The City will contribute, per fiscal year, \$900 for individual coverage or \$2,000 for individuals with dependent(s). New hires will receive \$34.62 or \$76.92 per pay period for the remaining pay periods in the fiscal year. **Note:** Even if you choose not to contribute to your HSA, you must fill out the application in order to receive the City's contribution.

Annual HSA Contribution Limits

Your HSA contributions, combined with the City's contributions, may not exceed the IRS annual maximum:

	2026	2027
Individual	\$4,400	\$4,500
Family	\$8,750	\$9,000
Catch-Up Contribution 55+	\$1,000	\$1,000

IRS INFORMATION

Participation in an HSA carries with it the IRS requirement to include a completed Form 8889 with your annual tax return. More information is available at irs.gov/forms-pubs/about-form-8889. If you participate in an HSA, you cannot participate in a flexible spending account (FSA).

Advantages of an HSA

Triple-Tax Advantage

- You contribute pre-tax funds through payroll deductions, meaning the money comes out of your paycheck before federal income tax is calculated. This, in turn, reduces the amount of taxable income, so less tax is withheld from your paycheck.
- Funds grow tax free, and unused funds carry over year to year.
- You can withdraw funds tax free to pay for qualified health care expenses now and in the future—even in retirement.

Control

You own and control the money in your HSA. You decide how or if you want to spend it. You can use it to pay for doctor's visits, prescriptions, braces, glasses—even laser vision correction surgery.

Investment Opportunities

Once you reach and maintain a minimum balance, you can make investments to help your money grow tax free.

Savings Potential

There is no "use it or lose it" rule. Your account grows over time as you continue to carry over unused dollars from year to year.

Portability

Your HSA is yours for life. The money is yours to spend or save, regardless of whether you change health plans,* retire or separate from the City.

*Per IRS rules, you must be enrolled in a qualified high-deductible health plan to contribute to an HSA. Contributions may be made only for eligible individuals. If you are covered under a PPO plan, Medicare, Tricare or any non-high-deductible health plan, or if you can be claimed as a dependent on anyone's tax return, you are ineligible for an HSA. Per IRS rules, you must notify the City within 30 days of becoming ineligible.

Examples of Eligible vs. Ineligible Expenses

It's important to use your HSA or FSA card for eligible expenses only. If you use HSA or FSA funds for an ineligible expense, the IRS may assess a 20% penalty. For a complete list of qualified expenses, refer to IRS Publication 502, available online at irs.gov/pub/irs-pdf/p502.pdf. Optum Bank provides an easy-to-use Qualified Medical Expense tool at optumbank.com/resources/medical-expenses.html.



Eligible Expenses

- Deductibles
- Copays
- Coinsurance
- Prescription medications
- Dental and vision care
- Medical supplies

Ineligible Expenses

- Health club dues
- Premiums
- Teeth whitening
- Dental veneers
- Cosmetic prescriptions
- Surgery for purely cosmetic reasons

Wealth

Life Insurance

Dearborn

Life insurance offers peace of mind when it comes to making sure your loved ones are financially secure for the future. The City provides every full-time employee with basic life insurance at no cost to you. You also have the option of purchasing additional life insurance for yourself, your spouse and your children. Coverage certificates and other information are posted on our website at benefitscc.org/life.

BASIC LIFE AND AD&D COVERAGE

The City provides every full-time employee with a basic life and accidental death & dismemberment (AD&D) benefit of one times their annual salary up to \$50,000 at no cost to them. Executives and directors receive a benefit of one times their annual salary up to \$100,000.

SUPPLEMENTAL LIFE COVERAGE

You also have the opportunity to purchase supplemental life insurance for yourself. Coverage is your annual salary, rounded to the next thousand, not exceeding \$100,000. Coverage and rates are recomputed at every salary change. Coverage is reduced after age 65. **Note:** You must be enrolled in supplemental life coverage to enroll in optional life and dependent life coverage.

OPTIONAL LIFE COVERAGE

You also have the opportunity to purchase optional life insurance for yourself. This life insurance coverage ranges from a minimum of \$25,000 to a maximum of \$300,000, increasing in increments of \$25,000. Rates are determined annually and are based on age. Reduced coverage is applied for active employees over the age of 65. **Note:** You must be enrolled in optional life coverage to enroll in dependent life coverage.

DEPENDENT LIFE COVERAGE

You also have the opportunity to purchase dependent life insurance for your spouse and your children:

- Dependent life for a **spouse** may be purchased at either the \$25,000 or \$50,000 level. Rates are determined annually and are based on the employee's age.
- Dependent life for **children** up to age 26 may be purchased at the \$5,000 or \$10,000 level.
- Please see page 3 of this guide for dependent eligibility verification instructions.

Please note:

- Dependent coverage may not exceed 100% of optional life coverage.
- A member may not be insured as both a member and a dependent.
- A child may not be insured by more than one member.
- If you are a current employee enrolling in new coverage or increasing existing coverage for yourself or your spouse, you will need to complete an EOI questionnaire. Coverage is based on underwriter approval, and will not be effective until approval is received.
- Life insurance claims for dependents will require a death certificate along with verification of the relationship.

Long-Term Disability Coverage

Dearborn

When a covered disability keeps you out of work, long-term disability (LTD) insurance helps keep your finances protected. The plan pays a portion of your income while you recover. Your benefits continue for the policy's benefit period or until you are no longer disabled, whichever comes first, helping provide you and your loved ones security when you need it most.

The City provides every full-time employee with a long-term disability benefit of 50% of your salary up to \$3,000 per month at no cost to you. For a small additional cost, you can purchase coverage that has a \$5,000 maximum benefit and a shorter waiting period before disability payments begin. Coverage certificates are posted on our website at benefitscc.org/disability.

LTD Coverage Options

	City Pays	Benefit	Elimination Period
Plan 1	100%	50% to \$3,000 per month	180 days (6 months)
Plan 2 (Buy Up)	40%	66 ² / ₃ % up to \$5,000 per month	90 days
Plan 3 (Buy Up)	30%	66 ² / ₃ % up to \$5,000 per month	60 days

EOI is not required as a new hire, but it is required at annual enrollment or with a qualifying life event when you upgrade to a higher plan.

PERKS



City Employee Fitness Center

The City of Corpus Christi

All employees have access to the City Employee Fitness Center at no charge. In addition to state-of-the-art fitness equipment, it offers great views. Locker rooms are also available for those who use the gym.

The gym is located on the sixth floor of City Hall and is open Monday through Friday, 6 a.m. to 8 p.m. CT. To add access to your employee badge, please complete and submit the access request form to wellness@corpuschristitx.gov.

Employee Extras

Beneplace

Through Beneplace, the City of Corpus Christi offers you exclusive discounts on products and services ranging from computers and electronics to fitness equipment and auto and home insurance—all in an easy-to-use website!

Visit beneplace.com/cocc, log on with your company email and start saving!

Well onTarget®

Earn Blue Points to cash in and choose from a selection of Gift Card Rewards. You can redeem up to \$599 in gift cards per year.

Ways to earn points include:

- 2,500 points for completing the Health Assessment
- Connect to a fitness device or mobile app and earn 2,675 points, then earn 55 points per day for tracking your progress
- Complete all of the lessons in any one of the self-management programs to earn 1,000 points
- Enroll in the BCBS Fitness Program and earn 2,500 points

Blue Points are only available to employees and spouses insured on the City's health plans. Log on to bcbstx.com, navigate to the

Wellness tab and click on [Well onTarget®](#).

Time Off

The City of Corpus Christi

Highlights of our vacation, sick leave, personal leave and holiday benefits are below. New hires must complete a six-month probationary period before vacation leave can be used.

Vacation Accrual Schedule		
Years of Service	Hours Per Year	Biweekly Accrual
Fewer than 6 Years of Service	88 hours	3.38
Beginning the 6th Year	104 hours	4.00
Beginning the 11th Year	120 hours	4.62
Beginning the 16th Year	144 hours	5.54
Beginning the 21st Year	168 hours	6.46
Beginning the 26th Year	200 hours	7.69
Beginning the 31st Year	240 hours	9.23

- **Sick leave:** 96 hours per year (biweekly: 3.69 hours)
- **Personal leave:** Dependent on hire date
- **Holidays:**
 - New Year's Day
 - Martin Luther King Day
 - Memorial Day
 - Juneteenth
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Day after Thanksgiving
 - Christmas Day
 - One Floating Holiday (to be used for cultural/religious holidays or winter closure)

Resources

WHERE TO GO FOR MEDICAL CARE

You have several options when it comes to getting medical assistance. Understanding the differences between them can help you find the right sort of care and save money and time.



NEXT LEVEL PRIME FOR PRIMARY, URGENT AND VIRTUAL CARE

Next Level PRIME can meet a wide variety of your healthcare needs in person and virtually:

- **Primary, Preventive and Chronic Care:** Available in person seven days a week, 9 a.m. to 9 p.m. with an appointment, which you can schedule through the mobile app ([Google Play](#) | [Apple App Store](#)).
- **Urgent Care:** Available in person seven days a week, 9 a.m. to 9 p.m.. You can make an appointment through the mobile app or walk in.
- **Virtual Care:** Appointments and virtual care navigation are available 24/7 through the mobile app. You can also call (833) 957-6200.

PRIME, Schedule a virtual visit with Next Level PRIME to talk to a doctor virtually from the comfort of your home. This service is available 24/7 and wait times are usually short.

24/7 NURSELINE

Call the Nurseline 24/7 at (800) 581-0368 if you have medical questions or need advice. This service is confidential and available in English and Spanish.



RETAIL HEALTH CLINIC

Many grocery stores and pharmacies have on-site clinics where you can get immunizations and non-emergency medical support. Some clinics may even be open on weekends, evenings and holidays.



PRIMARY CARE PHYSICIAN (PCP)

Visit your PCP when you have any non-emergency health concern, like a sore throat, allergies, high blood pressure, sleep disturbances and more. Your PCP can refer you to a specialist if needed.



URGENT CARE

Consider an urgent care center when you have a non-emergency medical situation during hours your doctor's office is closed. You'll generally wait less time than you would for the emergency room and save money.



HOSPITAL EMERGENCY ROOM (ER)

If you are experiencing a life-threatening health issue, like chest pain, bleeding or a broken bone, visit your nearest emergency room, open 24/7.



FREESTANDING EMERGENCY ROOM (ER)

These 24/7 facilities provide emergency care and are not affiliated with a hospital. Be aware that these are often out of your network, meaning you could end up paying a hefty bill (or multiple bills). These ERs don't provide trauma care, and you may be transferred to a hospital ER.

For contact information for the above services, see the [Contacts](#) page.

Resources

THE TRUTH ABOUT FREESTANDING ERs

The Convenience of Freestanding ERs Can Be Costly

While you may find a freestanding ER in your neighborhood, it may not be in your network. Freestanding ERs may claim to see you faster than other options, but there may also be unseen costs to your visit.

These costs can impact your wallet and your wellbeing. If your condition critically worsens, you may need to be transferred to a hospital ER. That delay in care can be serious. And you'll be billed for visiting both the freestanding and hospital ER.

Consider Urgent Care Centers

Freestanding ERs can share many similarities with urgent care centers. They may look like and also function like urgent care centers, which can be confusing. You may think you're getting urgent care, but the bill you receive may be for a much more costly ER visit. Your share of the cost for a visit to a freestanding ER can be hundreds to thousands of dollars depending on your benefit plan. Your copay for an urgent care visit ranges from \$15 to \$75 copay.

If you're not sure how to find the nearest urgent care center, we're here to help. Below is a quick list of local in-network urgent care centers. Add them to your contacts or keep this list close by.

CHRISTUS Spohn Hospital Corpus Christi – Shoreline

600 Elizabeth St.
Corpus Christi, TX 78404
361-881-3000

Corpus Christi Medical Center

3315 S Alameda St.
Corpus Christi, TX 78411
361-857-1400

CHRISTUS Spohn Hospital Corpus Christi – South

5950 Saratoga Blvd.
Corpus Christi, TX 78414
361-985-5000

Corpus Christi Medical Center

7101 S Padre Island Dr.
Corpus Christi, TX 78412
361-761-1000

To find other providers near you, you can always call the number on your member ID card or log in to bcbstx.com/find-care.

Know Your Options When You Need Care Urgently

	Citicare Value	Citicare CDHP
Urgent Care Center	\$75 copay	You pay deductible, then 20%
Emergency Room¹	\$350 copay, then 20%	You pay deductible, then 20%
Non-Emergent Use of ER¹	\$350 copay, then 20% plus \$250 fee ²	You pay deductible, then 20% plus \$250 fee ²

1. Includes both medical and behavioral health services

2. Waived if admitted

Note: Member responsibility is based on in-network facility fee costs only. Out-of-network facilities, physician charges, labs, x-rays and other treatment costs may have additional patient share above and beyond what is noted above.

An urgent care center may be an option when you need care for a non-life-threatening illness or injury right away, but your doctor's office isn't open. At urgent care, you can get care for things like headaches, back pain, vomiting, animal bites or asthma.

Call 911 or head to your nearest hospital emergency room if you are experiencing a true medical emergency like chest pain, signs of stroke, difficulty breathing, bleeding or broken bones.

Remember, while that local freestanding ER may be closer, only a hospital ER is fully staffed to treat any complex problem that may arise.

Here Are Ways to Spot a Freestanding ER

1. Look for "Emergency" on the building exterior.
2. Check the hours. If it's open 24/7, it's a freestanding ER. Urgent care centers close at night.
3. Confirm it's not connected to a hospital.
4. Ask if it follows the copay, coinsurance and deductible payment model.

Visit bcbstx.com/find-care to learn more about your care options.

Important Notices

Complete health plan notices required under DOL, PPACA, COBRA and HIPAA are posted online at **benefitscc.org/legalnotices**. You can request printed copies through the City of Corpus Christi Health Benefits Department, located at 1201 Leopard St., 2nd Floor, (361) 826-3300 (option 2).

- **Plan Documents—Summary Plan Documents (SPD) and Summary of Benefits Coverage (SBC):** The SPD documents explain the health plan's benefits and claim review procedures, and the SBC documents provide a summary that describes the benefits and coverage provided by the plan.
- **Children's Health Insurance Program (CHIP) Model Notice and Premium Assistance under Medicaid:** There are state insurance programs available that can help pay for coverage. This notice explains how to apply for these programs.
- **Health Savings Account Notice to Employees:** Explains your federal tax responsibilities surrounding health savings accounts (HSAs) and how to enroll in an HSA if you are enrolled in an eligible health plan.
- **Notice of Special Enrollment Rights (HIPAA):** If you experience a qualifying life event, you might be eligible to make a mid-year change within 30 days of the event.
- **Wellness Program Disclosure:** The City sponsors wellness programs and some groups can earn premium discounts. This notice explains your rights.
- **General Notice of COBRA Continuation Coverage Rights:** This notice explains COBRA continuation coverage, when it may become available to you and your family and what you need to do to protect your right to get it.
- **Women's Health and Cancer Rights Act (WHCRA):** Health plan participants have the right to breast reconstruction post-mastectomy.
- **Newborns' and Mothers' Health Protection Act:** Explains participants' legal rights surrounding the length of hospitalization following childbirth.
- **Genetic Information Nondiscrimination Act (GINA):** Describes your rights surrounding your genetic information.
- **Important Notice About Your Prescription Drug Coverage and Medicare:** Our group health plans' drug coverage is Medicare creditable (actuarially equivalent to coverage available under the standard Medicare Part D).
- **The Health Insurance Marketplace:** This notice provides contact information for the Affordable Care Act Health Insurance Exchanges.
- **HIPAA Notice of Privacy Practices:** Describes your privacy rights.
- **Grievance Procedure:** Explains how to file a grievance under section 1557 of the Affordable Care Act.
- **Notice Concerning Non-Discrimination-Section 1557:** If you need translation services or information to be provided in other formats, this notice tells you whom to contact.



Benefits Contact Directory

Topic	Contact	Phone & Email	Website
General Benefits & Enrollment	City of Corpus Christi Benefits Team	(361) 826-3300 (option 2) EmployeeBenefits@corpuschristitx.gov	benefitscc.org
Wellness Program	Wellness Coordinator	(361) 826-3325 wellness@corpuschristitx.gov	benefitscc.org/wellness
Medical Coverage	Blue Cross Blue Shield of Texas	Customer Service: (855) 212-1619 Special Beginnings Maternity Program: (888) 421-7781 Tobacco Cessation: (877) 806-9380	mybam.bcbstx.com Blue Choice PPO (BCA) Network
Prescription Drug Coverage	CVS Caremark	(800) 776-1355	caremark.com
Health Savings Account (HSA)	Optum Bank	(866) 234-8913	optumbank.com
Virtual Visits	Next Level PRIME	(833) 957-6200	nextlevelurgentcare.com
Fertility Benefit	Progyny	(844) 535-0694	progyny.com
Dental Coverage	Blue Cross Blue Shield of Texas	(877) 442-4207	mybam.bcbstx.com
Vision Coverage	VSP (with VSP Advantage Network)	(800) 877-7195	vsp.com
Voluntary Benefits (Accident, Critical Illness, Hospital Indemnity and STD)	Colonial	(361) 257-0198 ColonialBenefitsCCTX@outlook.com	coloniallife.com
Life and Disability Insurance	City of Corpus Christi Benefits Team	(361) 826-3300	benefitscc.org/life
Flexible Spending Accounts (FSAs)	Optum Bank	(800) 243-5543	optumbank.com
Texas Municipal Retirement System (TMRS)	TMRS	(800) 924-8677	tmrs.com
457 Deferred Compensation Plan	MissionSquare Sandra Aguilar	(202) 246-4757 saguilar@missionsq.org	missionsq.org
Next Level PRIME Employee Health & Wellness Membership	Next Level PRIME	(833) 957-6200 (toll free) navigator@nextlevelurgentcare.com	nextlevelurgentcare.com
Employee Assistance Program (EAP)	Family Counseling Service	(361) 852-9665 (option 3) appointments@fcscb.org	fcscb.org
Employee Discounts	City of Corpus Christi Extras via Beneplace	(800) 683-2886	beneplace.com/cocc

This brochure is only intended to provide a brief overview of our benefits program. Items and coverage may change. All trademarks, sales marks, company names and logos are the property of their respective owners. If you need more detailed information or would like a summary plan description, log on to **benefitscc.org** or contact Human Resources - Benefits at the City of Corpus Christi. In all cases, any discrepancy between this document and the Plan Document, the Plan Document will govern. This is not a promise or guarantee of insurance coverage. Dollar amounts presented are for illustrative purposes only. No part of this document is intended to be financial, tax or legal advice.

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CITY OF CORPUS CHRISTI

HUMAN RESOURCES

EMPLOYEE BENEFITS
& WELLNESS