



# BLUE ACCESS FOR MEMBERS<sup>SM</sup>

*Your online benefits portal*

**HealthSelect**  
of Texas<sup>®</sup>

CONSUMER DIRECTED  
**HealthSelect**<sup>SM</sup>



BlueCross BlueShield  
of Texas

# Participant Portal

## Blue Access for Members

- Find an in-network doctor, hospital or other provider
- Choose HealthSelectShoppERS<sup>SM</sup> rewards-eligible procedures and providers
- Change or choose a primary care provider (PCP)
- Check the costs of services and procedures covered under your plan
- Request a new medical ID card or download a temporary ID card
- Confirm that prior authorizations and referrals are in place
- View your claims and download Explanation of Benefits (EOBs)

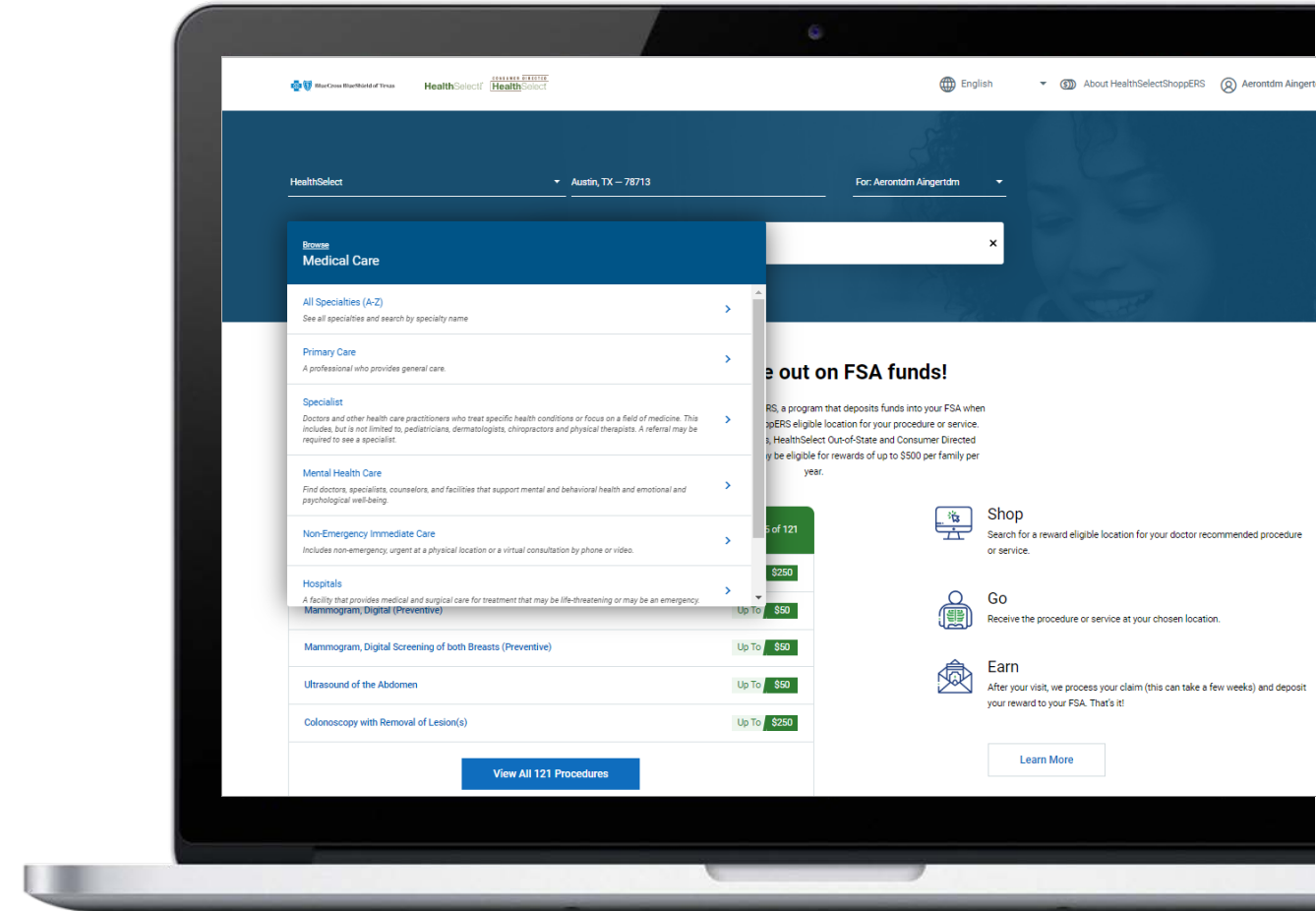


[www.healthselectoftexas.com](http://www.healthselectoftexas.com)

# Find in-network providers

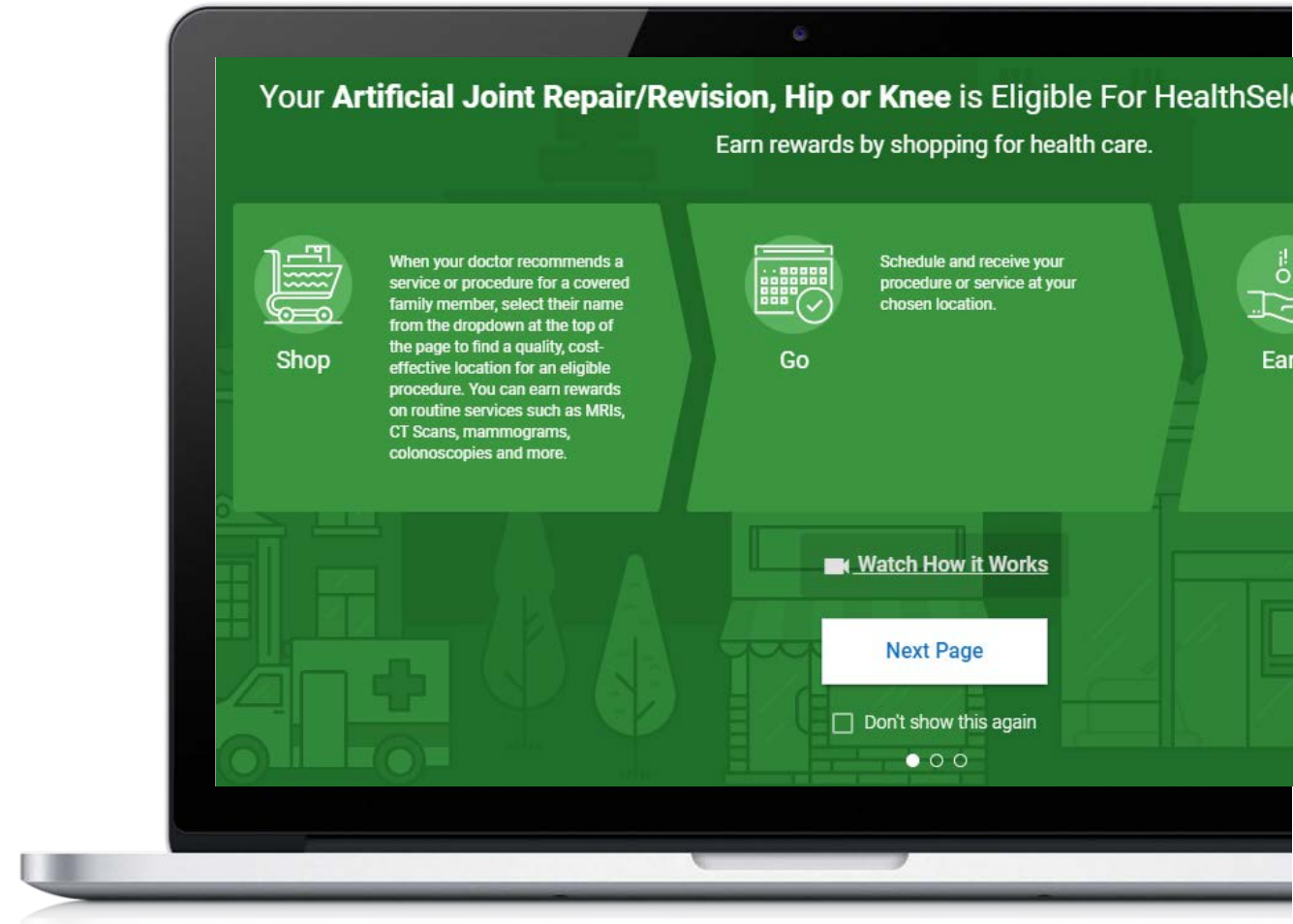
## Search for:

- Providers
  - PCPs
  - Specialists
  - Mental health
- Facilities
  - Urgent care
  - Emergency room
  - Laboratories
- Procedures
  - Diagnostic
  - Treatment



# Earn HealthSelectShoppERS rewards

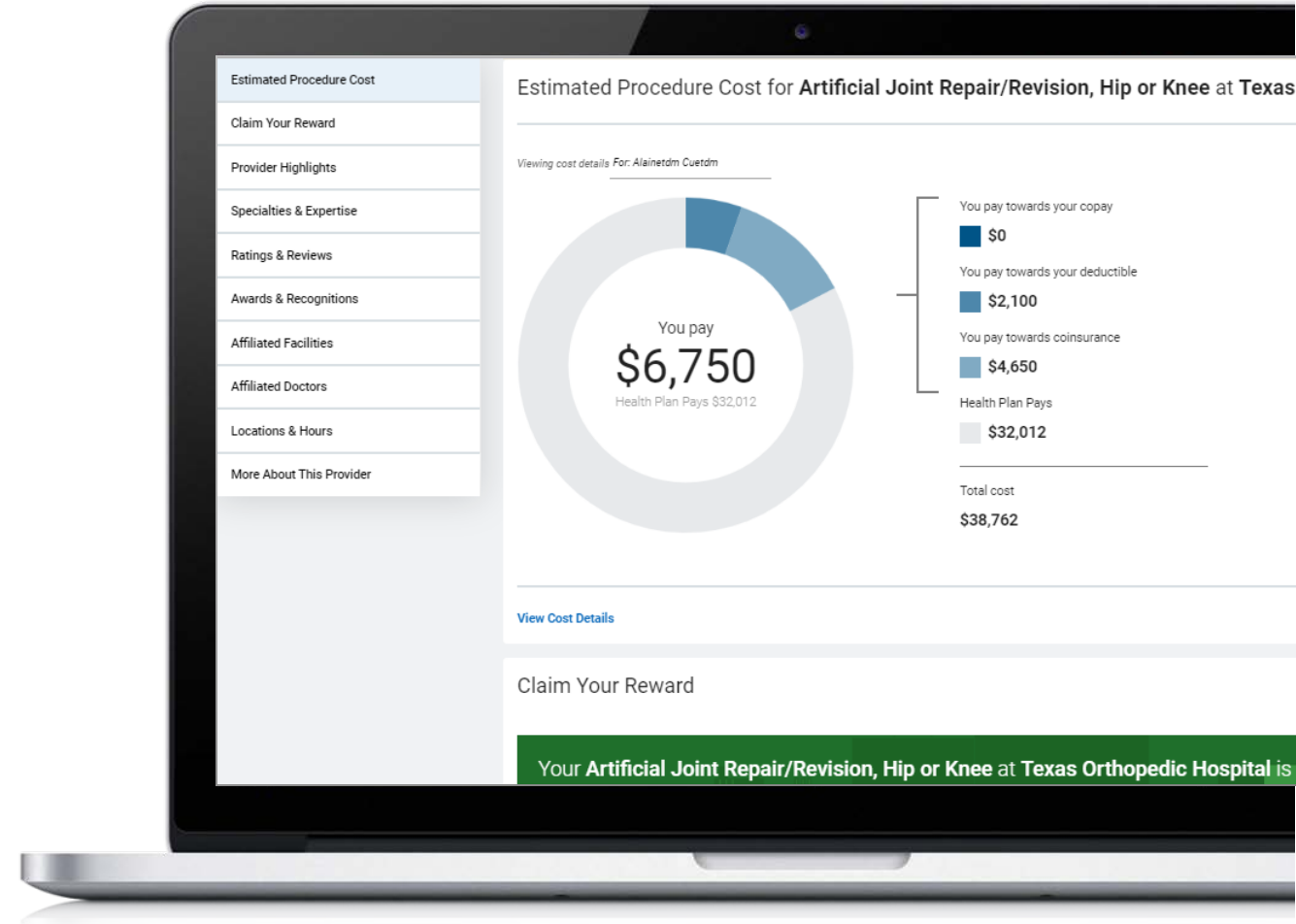
- Earn rewards for making cost-effective choices when shopping for certain medical services and procedures.
- Available to active employees and their eligible dependents.
  - Medicare-primary participants, COBRA members, HealthSelect<sup>SM</sup> Secondary participants and retirees cannot participate.



# Estimate your costs

## Review a detailed cost breakdown, as well as:

- Provider highlights
- Specialties and expertise
- Awards and recognitions
- Affiliated facilities







# Choose or change your PCP

## PCPs:

- Know your health history, your medications, your overall lifestyle
- Treat many non-urgent health issues including ear infections, rashes, allergies, fevers, colds and flu
- Coordinate your overall care including routine medical and preventive care
- Manage referrals to specialists for HealthSelect of Texas® participants





# Download a temporary ID card

## Need a new medical ID card?

- Click on the ID card link
- Download
- Print
- Request new card





# View referrals and prior authorizations

## Click on the “My Coverage” tab

- See the status of open referrals to see specialists
- See the status of open prior authorizations







# Claims

## Click on the “Claims Center” tab

- Choose a claim to see more details
  - Date
  - Status
  - Provider
  - Cost breakdown
  - Service line details
  - Download your EOB





# Claims

**An explanation of benefits shows how a claim is processed and how much you may owe your provider. It includes:**

- Service description
- Amount billed
- Allowed amount (the amount a provider has negotiated with BCBSTX to charge for a service)
- Your share of the costs





# Links to other resources

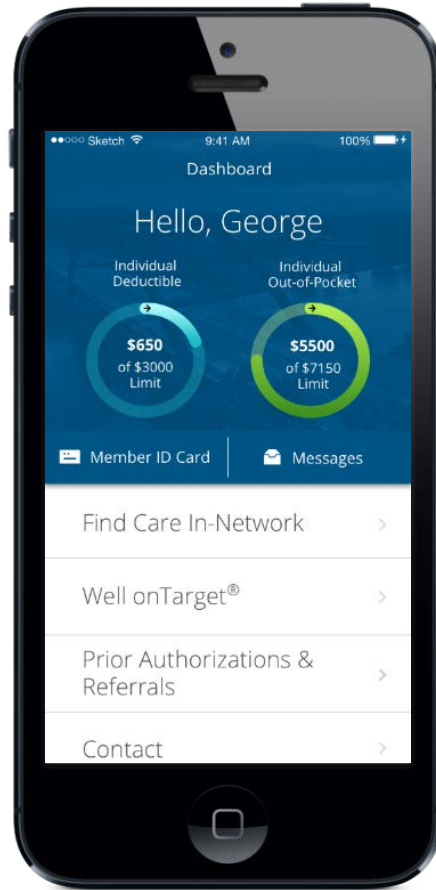
**Blue Access for Members can connect you to other health and wellness resources including:**

- Well onTarget®
- Fitness Program
- Weight management programs
- Virtual Visits
- 24/7 Nurseline

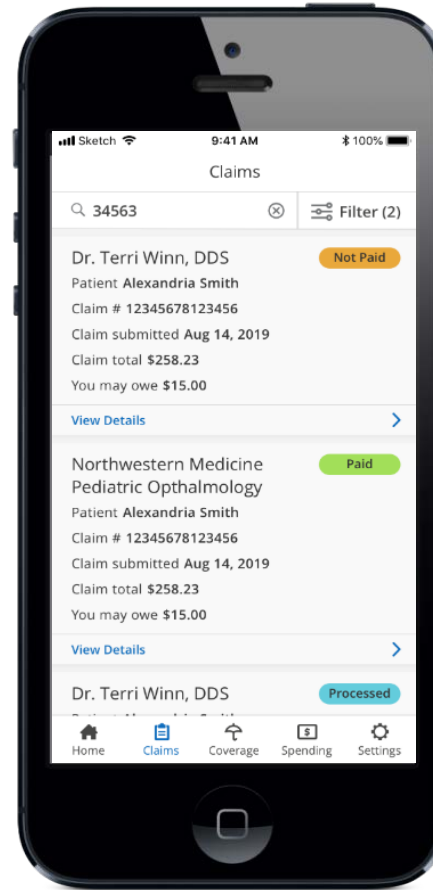




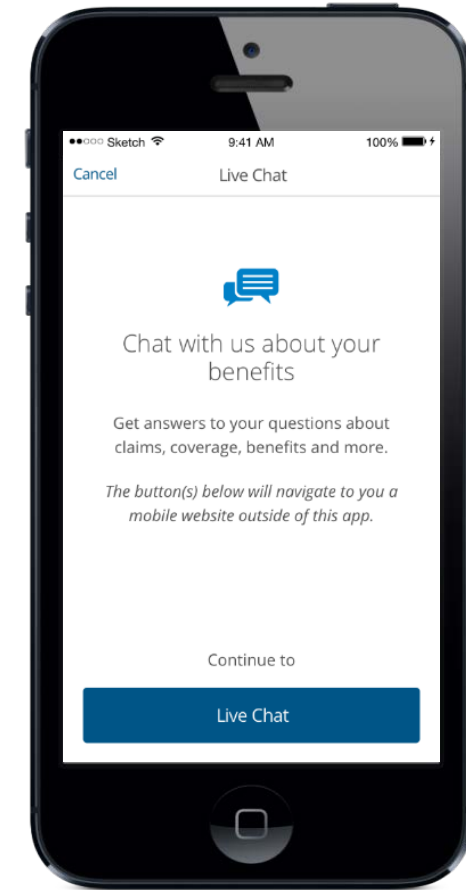
# Mobile access with BCBSTX App – Text BCBSTXAPP to 33633



Dashboard



See claims and EOBs



Live chat



# BCBSTX contact information

**If you have any questions about Blue Access for Members, call a BCBSTX Personal Health Assistant toll-free at**

**Call toll-free: (800) 252-8039 (TTY: 711)**

**Monday–Friday: 7 a.m. - 7 p.m.**

**Saturday: 7 a.m. - 3 p.m. CT**

**You can also find more information on the HealthSelect of Texas website by visiting the *“Web and Online Tools”* page.**

# Disclosures

MDLIVE, a separate company, and Doctor on Demand, an independent company, have contracted with BlueCross and Blue Shield of Texas to administer the Virtual Visits programs for members of BCBSTX. These third-party vendors are solely responsible for their operations and their contracted providers. MDLIVE® and the MDLIVE logo are registered trademarks of MDLIVE, Inc, and may not be used without written permission.

Sapphire Digital is an independent company that administers the HealthSelectShoppERS program for BCBSTX. Eligibility for rewards is subject to the terms and conditions of the HealthSelectShoppERS program. Active HealthSelect of Texas, HealthSelect Out-of-State and Consumer Directed HealthSelect participants may be eligible for rewards. Consumer Directed HealthSelect participants are eligible for a limited purpose FSA that can only be used for eligible vision and dental expenses.

Blue Points Program Rules are subject to change without prior notice. See the Program Rules on the Well onTarget Member Wellness Portal at [wellontarget.com](http://wellontarget.com) for further information.

The Fitness Program is provided by Tivity Health™, an independent contractor that administers the Prime Network of fitness centers. The Prime Network is made up of independently owned and operated fitness centers.

Wondr Health and Real Appeal are independent companies that contract directly with ERS to provide wellness services for the HealthSelect of Texas and Consumer Directed HealthSelect plans.

TexFlex Spending Account (FSA), administered by PlayFlex, which is an independent company that has contracted with ERS. TexFlex does not offer Blue Products or Services. BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

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Blue Cross and Blue Shield of Texas is the third-party administrator for HealthSelect of Texas® and Consumer Directed HealthSelect<sup>SM</sup>.

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