



BlueCross BlueShield  
of Texas



# WELCOME

to Open Enrollment  
for 2025

# Agenda



- Key Updates – Medical and Pharmacy transition
- What you need to know about your health and RX benefits
  - BCBSTX will be Medical Carrier
  - Prime Therapeutics will be Pharmacy Benefit Manager
- Resources
- Q&A

# January 1, 2025 Medical Plan Transition

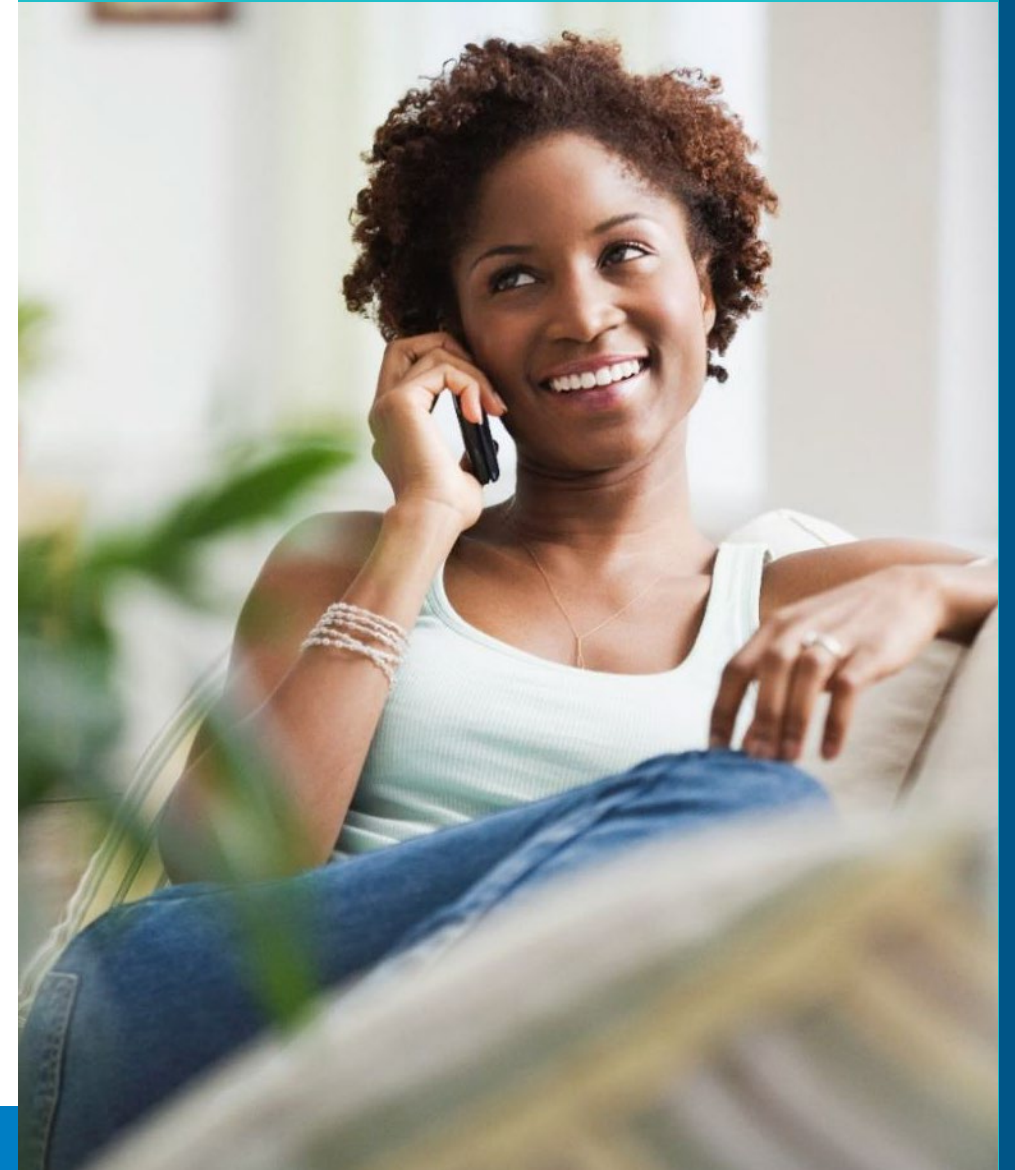
- BCBSTX has been selected as the new Medical Third-Party Administrator for all active employee health plans
  - Includes PPO and HDP plans
- BCBSTX Broad Network - Blue Choice PPO network
- Transition of Care
- New ID cards will be mailed to all plan enrollees
- Health Equity will administer the Health Savings Account (HSA) & Flexible Spending Accounts (FSA), Dependent Care Accounts
- Employee Assistance Program (EAP) through ComPsych

# Customer Service

## Call Customer Service for assistance and questions about:

- Claims
- Medical benefit coverage
- Finding network providers
- Membership and eligibility
- Navigating digital tools and resources
- ID card requests
- Health education and transfer to other health programs
- Transition of care

1-888-306-5753



# Transition of Care

Applies to you or your covered dependents who will be in the middle of medical care on Jan. 1, 2025, with a provider who is **not** part of the BCBSTX network.

**If approved**, benefits would be paid at the in-network level up to 90 calendar days for those:

- Receiving cancer treatment/therapies
- Being treated for a terminal illness
- In their third trimester of pregnancy
- In cardiac rehabilitation

# Transition Process

1. Authorization from BCBSTX must be obtained prior to services being rendered
2. Obtain Transition of Care form from your Employer or by contacting Customer service
3. Submit Transition of Care form prior to effective date. You will receive a decision by mail
4. During the approved transition of care process, you will work with your healthcare team to transition to an in-network provider
5. Completion of the form is not a guarantee of coverage

# Benefits Comparison

Benefit	PPO Plan		HDP Plan	
	In-Network	Out-of-Network	In-Network	Out-of-Network
Individual Deductible	\$500	\$1,000	<b>\$1,650</b>	\$3,000
Family Deductible	\$1,000	No limit	<b>\$3,300</b>	\$6,000
Individual Out-of-Pocket Max	\$3,000	No limit	\$3,000	No limit
Family Out-of-Pocket Max	\$6,000	No limit	\$6,000	No limit
Office Visit	\$25 Primary Care Physician (PCP) \$35 Specialist (\$25 for tier one PEAQ specialist) <sup>1</sup>	60%*	80%*	60%*
Telehealth	\$25 PCP \$35 Specialist	60%*	80%*	60%*
Preventive Care	100%	60%*	100%	60%*
Urgent Care Visit	\$35	60%*	80%*	60%*
Inpatient Admission	80%*	60%*	80%*	60%*
Emergency Room	\$300 Copay + 80% after deductible*		80%*	
All Other Covered Services	80%*	60%*	80%*	60%*
Retail Rx – Generic/ Preferred/Non-Preferred up to 30 days	\$15/\$30/\$60	N/A	80%*	N/A
Mail Order Rx – Generic/ Preferred/Non-Preferred up to 90 days	\$30/\$60/\$120	N/A	80%*	N/A
Specialty Pharmacy up to 30 days	\$10/\$20/\$40	N/A	80%*	N/A

\*After Deductible

1. PEAQ refers to Physician Efficiency Appropriateness Quality Score.


# Your BCBSTX ID Cards

- All employees will receive new ID cards
- You should receive your new ID cards by **December 31, 2024**
- Two ID cards are provided for family coverage
- Dependent names will not be listed on the ID cards. Providers are familiar with BCBSTX ID cards and will know there is dependent coverage based on the Family indicator on the card.
- After **January 1, 2025**, you can call Customer Service or log on to Blue Access for Members<sup>SM</sup> to order additional or replacement ID cards




# Denton County Mock ID Cards

HDP



**BlueCross  
BlueShield**



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Subscriber Name:  
**JOHN SMITH**

Identification Number:  
**ZGP123456789**

DENTON COUNTY HDP

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Group Number: **392644**




Coverage Date: **01/01/25**


RxBIN: 011552

RxPCN: BCTX

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**BCA FAMILY**



**BlueCross BlueShield  
of Texas**

[www.bcbstx.com/pebc](http://www.bcbstx.com/pebc)

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Network coverage is available through participating network Providers. Non-network services will not be covered, except in case of emergency. Some services must be pre-authorized, including Mental Health (MH) and Chemical Dependency (CD). Refer to your benefits booklet for claims filing address and additional information. Providers: File claims with your local BCBS plan.

Customer Svc **1-888-306-5753**

Preauth-Medical **1-800-441-9188**

Preauth-MH/CD **1-800-528-7264**

Provider Service **1-800-451-0287**

24/7 Nurseline **1-800-581-0393**

MDLive-Telemed **1-888-680-8646**

ComPsych EAP **1-844-213-8968**

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**Deductible Information**

Ind/Fam In Network **\$1,650/\$3,300**

Ind/Fam Out of Network **\$3,300/\$6,000**

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**Out of Pocket Maximum Information**


Ind/Fam In Network **\$3,000/\$6,000**

Ind/Fam Out of Network **UNLIMITED**


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BlueCross BlueShield of Texas, an independent licensee of the BlueCross BlueShield Association, provides claims administration and claims are self-funded.


Pharmacy Benefits Manager



PPO



**BlueCross  
BlueShield**



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Subscriber Name:  
**JOHN SMITH**

Identification Number:  
**ZGP123456789**

DENTON COUNTY PPO

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Group Number: **392643**

Coverage Date: **01/01/25**




PCP/Specialist	\$25/\$35
MDLive Telemed	\$0
ER	\$300
RX Generic	\$15
RX Brand	\$30/\$60

RxBIN: 011552

RxPCN: BCTX

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**BCA FAMILY**



**BlueCross BlueShield  
of Texas**

[www.bcbstx.com/pebc](http://www.bcbstx.com/pebc)

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MDLive-Telemed **1-888-680-8646**

ComPsych EAP **1-844-213-8968**

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**Deductible Information**

Ind/Fam In Network **\$500/\$1,000**

Ind/Fam Out of Network **\$1,000/UNLIMITED**

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**Out of Pocket Maximum Information**

Ind/Fam In Network **\$3,000/\$6,000**

Ind/Fam Out of Network **UNLIMITED**

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Pharmacy Benefits Manager



# Health Savings Account Basics

The Health Savings Account (HSA) consists of two parts:

1

**High Deductible  
Health Plan (HDHP)**

2

**The Health  
Savings Account**

HSAs must be used in combination with a qualified High Deductible Health Plan (HDHP). With HDHPs:

- A higher annual deductible applies
- Out-of-pocket maximums apply only to covered benefits
- Preventive care benefits may be provided without a deductible



# HSA Eligibility

## To be an eligible individual and qualify for an HSA you:

Must be enrolled in an HSA-compatible High Deductible Health Plan (HDHP)

May not have other types of insurance with first-dollar medical coverage

May not be claimed as a dependent on another person's tax return

May not be enrolled in Medicare

An individual can be **Medicare-eligible** and have an HSA. However, once enrolled in Medicare, contributions to the HSA account must stop. The individual can keep any funds in the account prior to enrolling in Medicare and use those funds to pay for qualified medical expenses tax-free.

# HSA Contributions

- The IRS determines the minimum/maximum amounts. The amounts are adjusted annually for inflation.
- Employee, employer or any other person may make contributions on behalf of an eligible individual.
- Your employer will make a one-time seed money deposit to the employee's HSA account in early January.

<b>U.S. Treasury Guidelines</b>	<b>2024 Maximum HSA Contribution</b>	<b>2025 Maximum HSA Contribution</b>
Single Coverage	<b>\$4,150</b>	<b>\$4,300</b>
Family Coverage	<b>\$8,300</b>	<b>\$8,550</b>
Individuals age 55 and older can make catch-up contributions: <b>\$1,000</b>		


## View HSA Account Information Online

- With HealthEquity HSA, you can view your HSA account information online
- Check HSA account status
- View or print detailed history of HSA account transactions and balances
- Link to FAQs and more information about HSAs



# Sample Explanation of Benefits (EOB) — HSA

EOB shows the total billed and amount that may still be due.




**CLAIM DETAIL (1 OF X)**  
**PATIENT:** John Smith  
**PROVIDER:** Ralph Johnston M.D.  
**CLAIM #** XXXXXXXXXXXXX  
**DATE PROCESSED:** 06/20/2019

We reviewed the claim for this patient based on the additional information received from the provider. Blue Cross and Blue Shield has negotiated discounts with this provider. The following shows how this claim was adjusted.

**SUBSCRIBER INFORMATION**  
**GROUP NAME**  
 Member ID#: XXXXXXXXXXX777V Group #: 000012345  
 Customer Advocates are here to help! <Customer Service Phone>

Sample



YOUR BENEFITS APPLIED						YOUR RESPONSIBILITY				
Service Description	Service Dates	Amount Billed	Discounts and Reductions	Amount Covered (Allowed)	Health Plan Responsibility	Deductible Amount	Copay Amount	Coinsurance	Amount Not Covered	Your Total Costs
Surgical Charges	04/04/2019	4,000.00	(1) 1,800.00	2,200.00	960.00	1,000.00		240.00		1,240.00
Recovery Room	04/04/2019	900.00	(1) 410.00	490.00	392.00			98.00		98.00
Med/Surg Supplies	04/04/2019	300.00	(1) 140.00	160.00	128.00			32.00		32.00
Med/Surg Supplies	04/04/2019	100.00							(2) 100.00	100.00
Laboratory Services	04/04/2019	1,200.00	(1) 820.00	380.00	304.00			76.00		76.00
Laboratory Services	04/04/2019	400.00	(1) 270.00	130.00	72.00		50.00	8.00		58.00
MRI Outpatient	04/04/2019	950.00	(1) 490.00	460.00	363.00		15.00	82.00		97.00
<b>CLAIM TOTALS</b>		<b>\$7,850.00</b>	<b>\$3,930.00</b>	<b>\$3,820.00</b>	<b>\$2,219.00</b>	<b>\$1,000.00</b>	<b>\$65.00</b>	<b>\$536.00</b>	<b>\$100.00</b>	<b>\$1,701.00</b>

**Total covered benefits approved for this claim: \$2,219.00 to Ralph Johnston M.D. on 06-20-19.**

**Notes about amounts under "YOUR BENEFITS APPLIED" and "YOUR RESPONSIBILITY"**

(1) The amount billed is greater than the amount allowed for this service. Based on our agreement with this provider, you will not be billed the difference.

(2) Your Health Care Plan does not provide benefits for surgical assistant services when billed by the same physician who performed the surgery or administered the anesthesia. No payment can be made.

Your health care plan has a calendar year maximum for x-rays and laboratory services performed in the outpatient department of a hospital, a clinic or a doctor's office. When this maximum has been reached, the balance is eligible under your major medical benefits, subject to a yearly deductible and a coinsurance share.

For benefit period 01-01-19 through 12-31-19 to date this patient has met \$4,515.02 of her/his \$7,350.00 Out-of-Pocket Expense Limit. For your up-to-date Medical Spending summary, visit [Blue Access for Members](http://Blue Access for Members) at [bcbstx.com](http://bcbstx.com), the [BCBSTX Mobile App](#) or call the phone number at the beginning of the claim information.

754944 102C
2

The EOB is mailed to the home or is available online.  
 Sample is for illustrative purposes only.

# Employee Assistance Program



A LITTLE HELP  
CAN GO A  
LONG WAY

## Support for work and life challenges — at no cost to you

You and your household members can use the many services of GuidanceResources EAP to help handle challenging times

- Confidential counseling sessions for personal struggles
- Financial expertise and support for retirement, insurance, debt, bankruptcy and more
- Legal consultation for issues such as divorce, adoption, wills & trusts and more
- Help finding local services such as child care, pet care, movers and home repair contractors

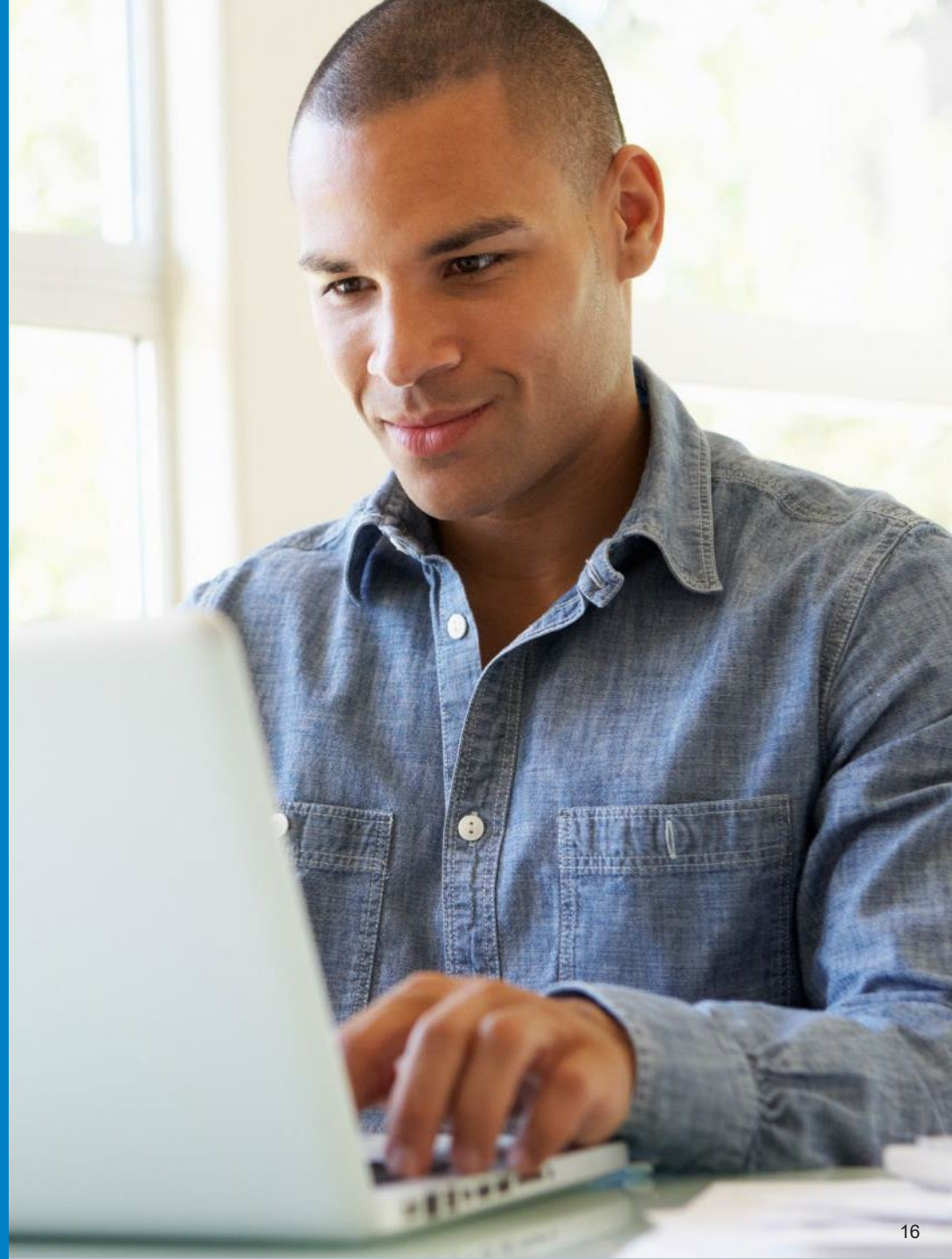
## Reach out for help

- Call: 844-213-8968
- Online: [guidanceresources.com](https://guidanceresources.com)
- App: GuidanceNow
- Web ID: TXEAP

**24/7** Access

ComPsych GuidanceResources is an Employee Assistance Program (EAP) included with your Blue Cross and Blue Shield of Texas (BCBSTX) plan.

# Blue Access for Members<sup>SM</sup>





## Provider Finder® How to Look for Providers as a Guest or Public Search

Use the below QR code to locate a network provider in your plan before you receive your member ID card.

- Scan the QR Code
- Enter your city, state or zip code you want to search at.
- Select Employer Plans, then select your State
- Select PPO, select Blue Choice PPO<sup>SM</sup> (BCA)



Find your provider today.

# Blue Access for Members<sup>SM</sup> (BAM<sup>SM</sup>)



**Save time  
with self-service  
support tools  
and health and  
wellness resources  
available through  
a convenient and  
secure website at  
[bcbstx.com](https://bcbstx.com)**

## Through BAM, you can:

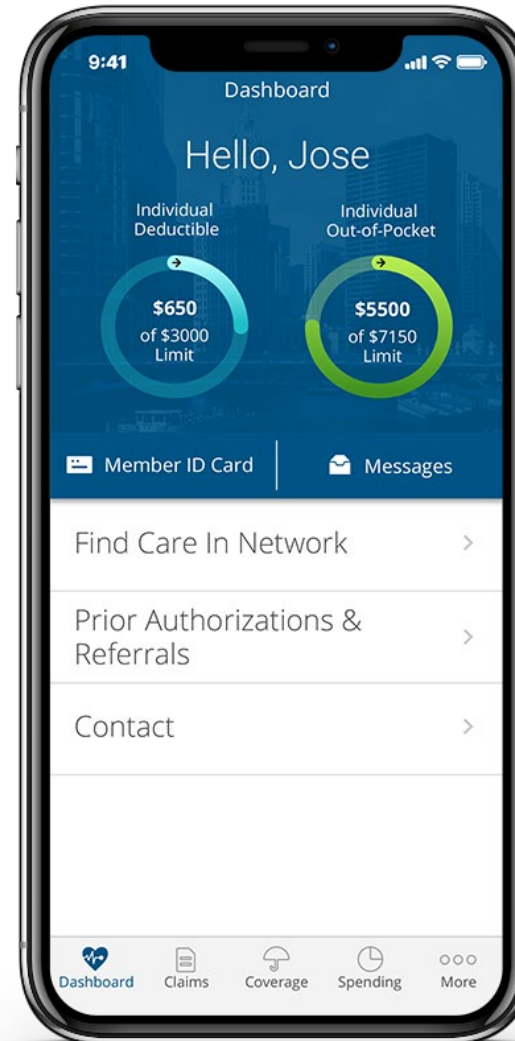
- Access your digital Member ID Card which means no more carrying it around in your wallet. You can access it anytime
- View claims status and history
- See health care benefit information
- Find a doctor or pharmacy near you
- Update your communication preferences to make sure you get an email or text alert instead of a paper statement

Log in and perform protected transactions  
**24 hours a day, 7 days a week\***

\*Claim Statements/EOBs are not available 3 – 6 a.m.

# BCBSTX App for Mobile Devices

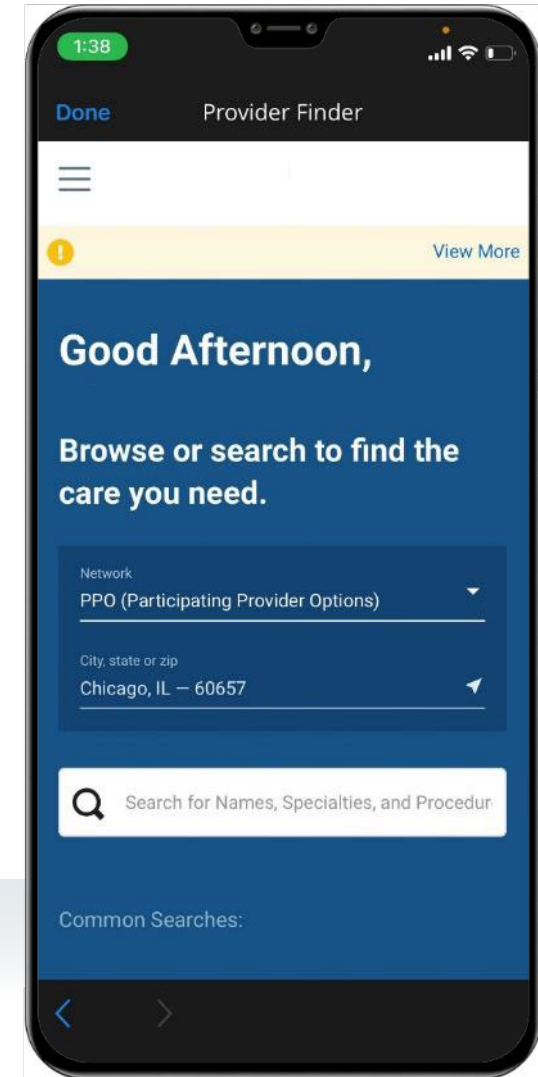
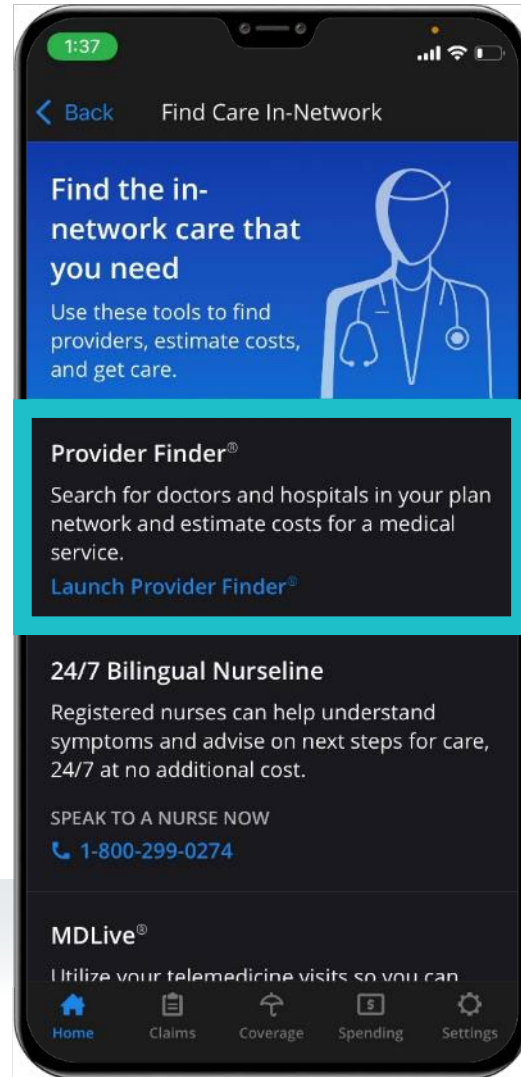
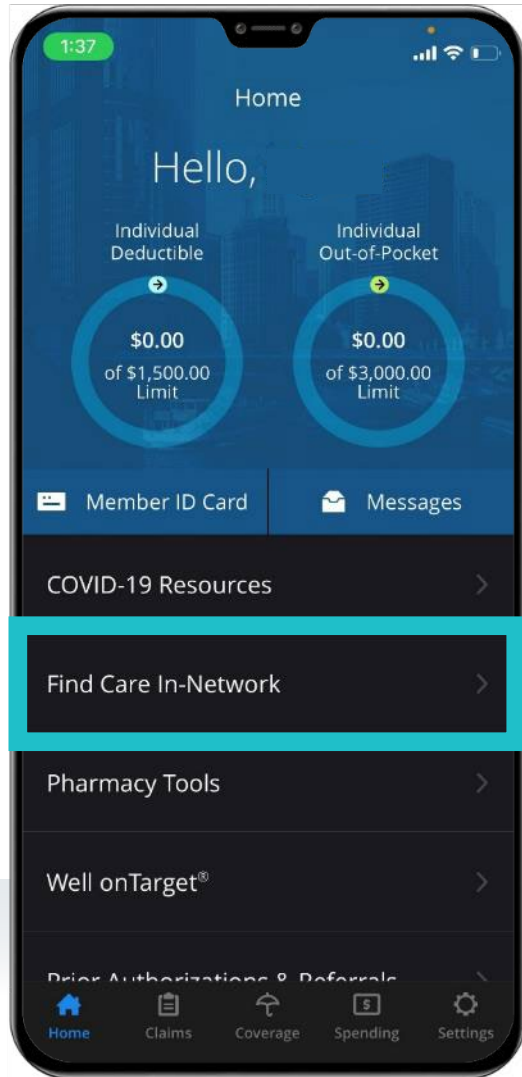
- Find an in-network doctor, hospital or urgent care facility or search for Spanish-speaking doctors
- Access your claims, coverage and deductible information
- Access digital member ID card
- Secure login with Face ID (iOS only) and Fingerprint ID
- **Let us know your communication preferences**



To download the app, go to Google Play, the App Store or text\* **BCBSTXAPP** to **33633**

\*Message and data rates may apply.

Screen images are for illustrative purposes only.



# Tools at Your Fingertips

- View your digital ID Member Card
- Confirm your coverage and eligibility information
- Find in-network doctors, hospitals and other health care providers
- Review claims for medical or pharmacy all in one place



# Virtual Visits



# Get Care When and Where You Need It

- Whether you're at home or traveling, access to an independently contracted, board-certified doctor is available 24/7.
- You can speak to an MDLIVE<sup>®</sup> doctor immediately or schedule an appointment for a time that works for you.
- MDLIVE doctors can help treat many non-emergency conditions.
- A Virtual Visit may be a better alternative to the emergency room or urgent care center.

Virtual Visits may be limited by plan. For providers licensed in New Mexico and the District of Columbia, Urgent Care service is limited to interactive online video; Behavioral Health service requires video for the initial visit but may use video or audio for follow-up visits, based on the provider's clinical judgment. Behavioral Health is not available on all plans.

MDLIVE is a separate company that operates and administers Virtual Visits for Blue Cross and Blue Shield of Texas. MDLIVE is solely responsible for its operations and for those of its contracted providers. MDLIVE<sup>®</sup> and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without permission.



# How Virtual Visits Work

## CONNECT

Access where mobile app, online video or telephone service is available

## INTERACT

Real-time consultation with an independently contracted, board-certified doctor or therapist

## DIAGNOSE

Prescriptions sent to a pharmacy of your choice (when appropriate)





# Health and Wellness



# Preventive Coverage

## What's Covered?

- **Recommended routine gender- and age-specific preventive care and screenings** — including yearly general wellness exams, recommended vaccines and screenings for things like diabetes, cancer and depression — both facility and professional services.
- **Coverage provided in-network at 100% with no copay, no deductible.** Out-of-network benefits may vary.

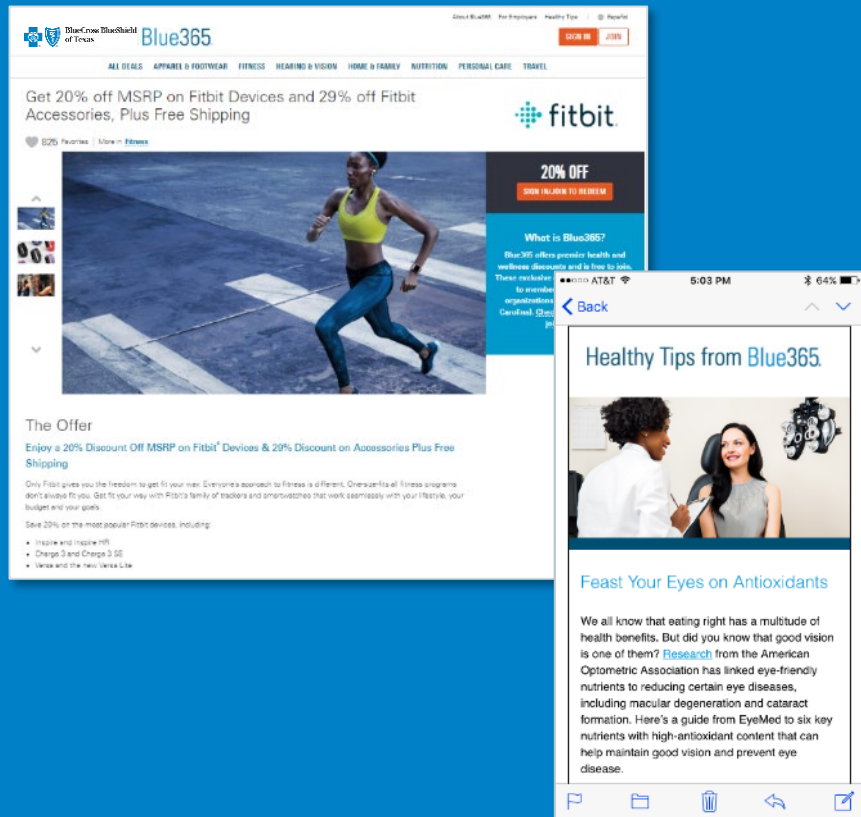
### **IMPORTANT to remember:**

Lab tests related to a condition such as diabetes or asthma — **are not** considered preventive and are covered under applicable deductible and coinsurance levels.



**Stay healthy  
by getting  
regular  
check-ups**

## Member discounts simply for being a BCBSTX member

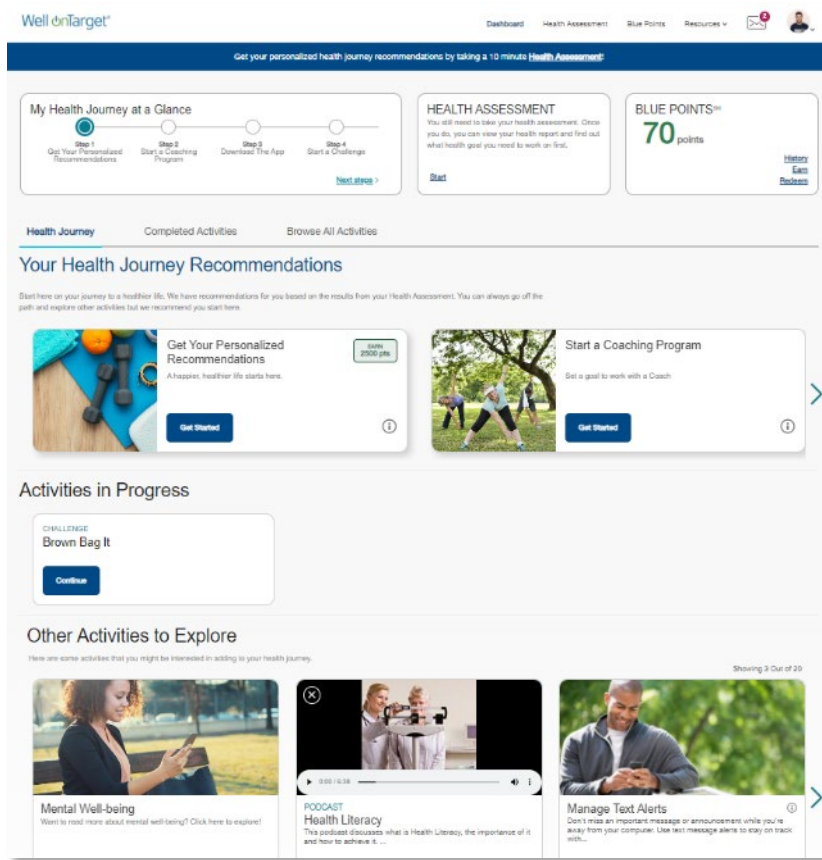


# Blue365® Member Discount Program

- Exclusive health and wellness deals from national and local retailers
- Save money on fitness gear, family activities, gym memberships, healthy eating, dental, vision, hearing aids and more from top national and local retailers
- Go to [www.blue365deals.com/BCBSTX](http://www.blue365deals.com/BCBSTX) to register, view your available discounts and sign up for weekly emails

Blue365 is a discount program only for BCBSTX members. This is NOT insurance. Some of the services offered through this program may be covered under your health plan. Employees should check their benefit booklet or call the Customer Service number on the back of their ID card for specific benefit facts. Use of Blue365 does not change monthly payments, nor do costs of the services or products count toward any maximums and/or plan deductibles. Discounts are only given through vendors that take part in this program and are subject to change. BCBSTX does not guarantee or make any claims or recommendations about the program's services or products. Members should consult their doctor before using these services and products. BCBSTX reserves the right to stop or change this program at any time without notice. BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

# Member Wellness Portal



## The portal includes recommended activities that make up your Personal Member Journey.

May be included in other packages.

The Fitness Program is provided by Tivity Health™ Services, LLC, an independent contractor which administers the Prime® Network of fitness centers. The Prime Network is made up of independently-owned and managed fitness centers. Prime is a registered trademark of Tivity Health, Inc. Tivity Health is a trademark of Tivity Health, Inc.

Blue Cross®, Blue Shield® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

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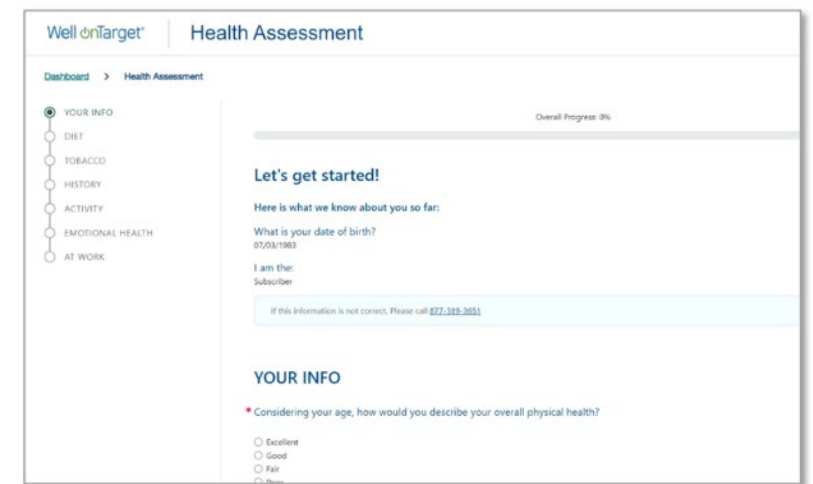
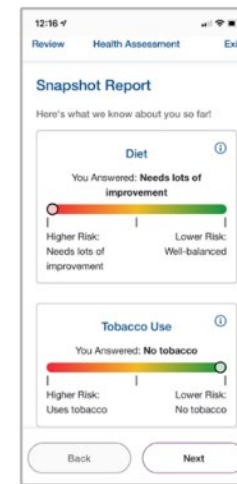
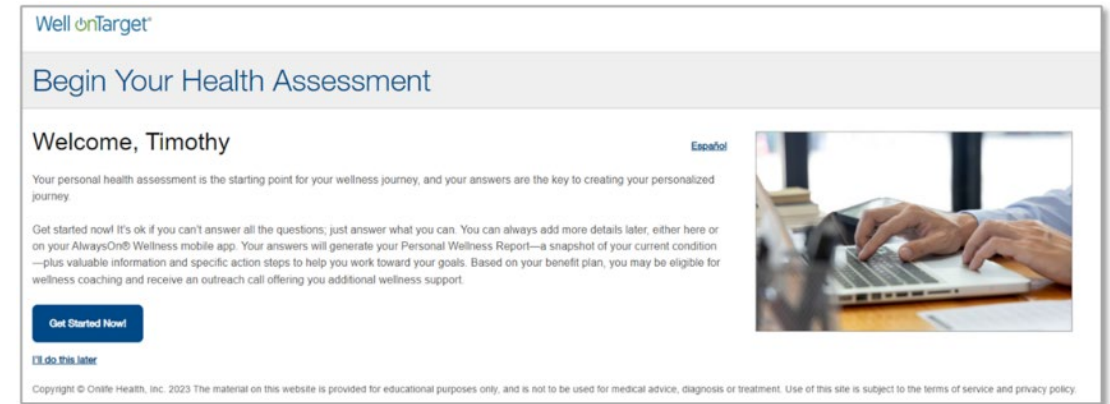
# Portal Highlights

- Health Assessment
- Personalized “My Journey” member dashboard
- Digital self-management programs
- Personalized “My Journey” member dashboard
- Trackers and tools
- “Explore” wellbeing resources
- Coaching program\*
- Interactive symptom checker
- Health and wellness content
- Secured messaging
- Fitness Program
- Tracking for fitness, nutrition and device integration
- Personal wellness challenges
- Mobile app (AlwaysOn)
- Health and Wellness content

\*Blue Points program rules are subject to change without prior notice. Member agrees to comply with all applicable federal, state and local laws, including making all disclosures and paying all taxes with respect to their receipt of any reward. AlwaysOn is owned and operated by Onlife Health Inc. an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide digital health management for members with coverage through BCBSTX. BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

# Health Assessment

- Integrated within the portal
- Scientifically based branching logic for a personalized experience
- Drives engagement by recommending self-management programs and coaching after completion
- Personal wellness report with health improvement tips
- Can be completed in the mobile app
- Available in Spanish



# Wellness Information, Right at Your Fingertips

## Digital self-management programs on a range of wellbeing topics

The screenshot shows the Well onTarget website interface. At the top, there's a navigation bar with the logo and links for My Dashboard, My Health Report, My Rewards, and Resources. Below this is a 'Programs' section with a search bar and a 'View More' button. The main content is divided into two sections: 'Interactive Programs' and 'Educational Programs'. Each section contains three program cards, each with a 'Start' button and a 'View More' button. The cards are for 'Weight Loss Program' and 'Improving Your Blood Pressure' (two instances).

### Interactive

- Enhancing your Physical Activity
- Managing Your Stress
- Improving Your Sleep
- Living with Diabetes
- Quitting Tobacco
- Staying Tobacco-Free
- Achieving Your Healthy Weight
- Maintaining Your Healthy Weight
- Nutrition for Better Health
- Improving Your Blood Pressure
- Financially Fit
- Improving Your Oral Health

### Educational

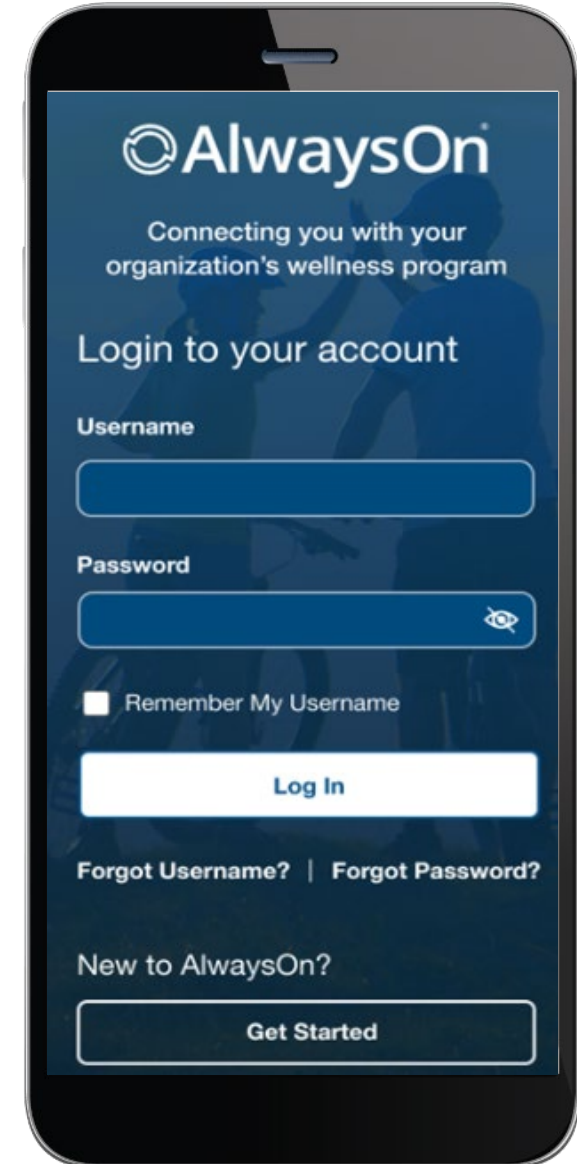
- Managing Your Metabolic Syndrome
- Preventing Diabetes
- Healthy Bones and Joints
- Living With Asthma
- Living With Chronic Obstructive Pulmonary Disease (COPD)
- Living With Congestive Heart Failure (CHF)
- Living With Coronary Artery Disease (CAD)
- Improving Your Cholesterol
- Healthy Pregnancy
- Preventive Health: Reducing Your Risks

# AlwaysOn Mobile App

## Mobile App Features

- Health Assessment
- Secure messaging with Health Coach
- Health dashboard and trackers
- Blue Points<sup>SM</sup> balance
- Access to the redemption center/  
online shopping mall
- Wellness Challenges
- Digital programs included

Available on Google Play and Apple App Store



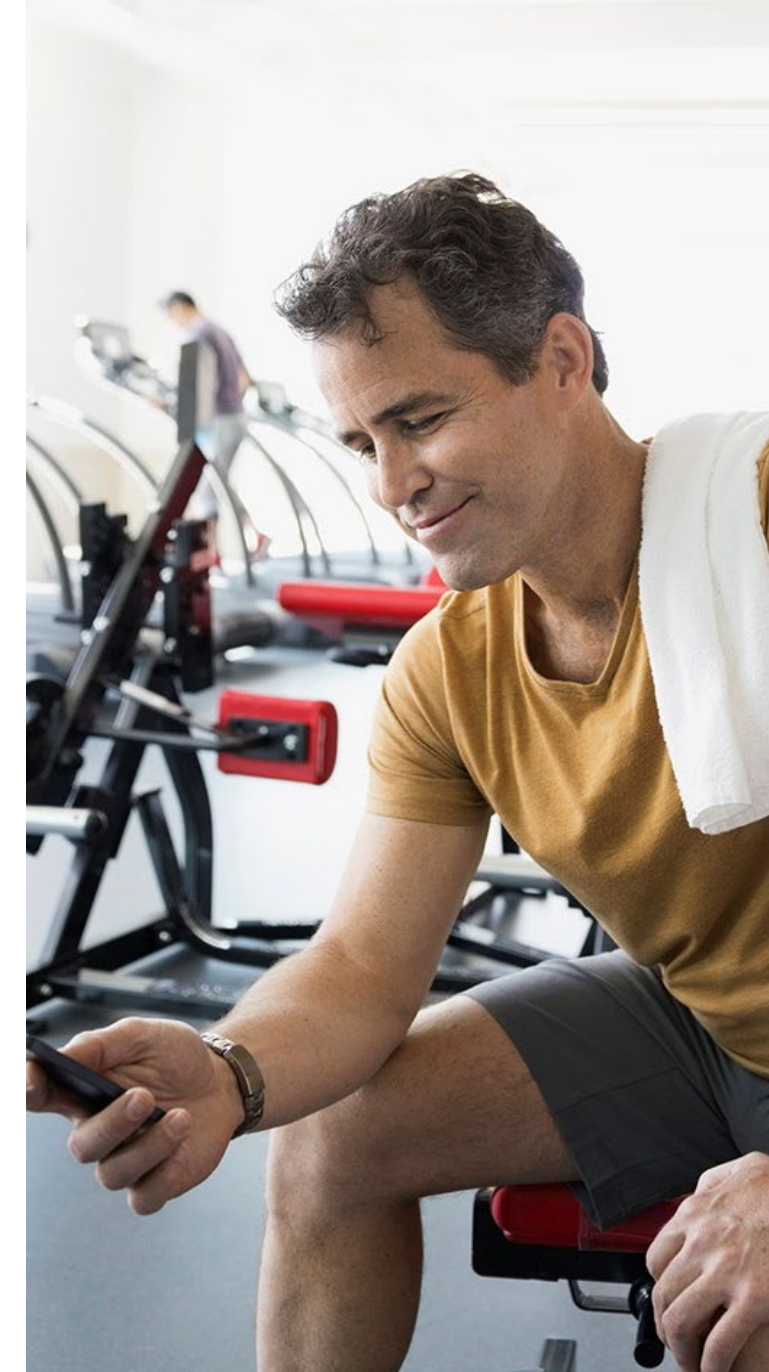
Blue Points program rules are subject to change without prior notice. See the Program Rules on the Well onTarget Member Wellness Portal at wellontarget.com for further information. Member agrees to comply with all applicable federal, state and local laws, including making all disclosures and paying all taxes with respect to their receipt of any reward. AlwaysOn is owned and operated by Onlife Health Inc. Onlife Health Inc. is an independent company that provides digital health management for Blue Cross and Blue Shield of Texas.

# Our Fitness Services

- Flexible and budget-friendly gym network options from \$19 to \$129 per month (including a digital option) with the Well onTarget® Fitness Program administered by Tivity Health™
- Offered to members of participating Blue Cross and Blue Shield of Texas plans and their dependents
- Unique program designed to promote health, wellness and activity for adults 18+. Family-Friendly — expands gym network access to your covered dependents at a bundled price discount\*
- Studio Class Network: Boutique-style classes and specialty gyms with pay-as-you-go option and 30% off every 10th class
- Convenient Payment: Monthly fees are paid via automatic credit card or bank account withdrawals
- Access to multiple fitness locations nationwide where members live, work and travel; existing and potential members can search for locations by accessing the Fitness Program page through Blue Access for Members<sup>SM</sup> and through the Fitness Program mobile app
- Easy online enrollment (or by phone) plus fitness location finder

Available to members and their covered dependents (age 18 and older).

\*Individuals must be 18 years old to purchase a membership. Dependents, 16-17 years old, can join but must be accompanied to the location by a parent/guardian who is also a Fitness Program member. Check your preferred location to see their membership age policy. Underage dependents can log in and join through the primary member's account as an "additional member."





# Flexible Gym Network

A choice of gym networks to fit budgets and preferences.\*

Plan Options	Digital Only	Base	Core	Power	Elite
Monthly fee	\$10	\$19	\$29	\$39	\$129
Gym* facility network size	Digital access only	3,000	7,500	12,000	12,400

**\$19 initiation fee** (no initiation fee for digital-only option)

- **Studio Class Network:** Boutique-style classes and specialty gyms are pay-as-you-go with 30% off every 10th class.
- **Family Friendly:** Expands gym network access to your covered dependents at a bundled price discount. Member pays only one enrollment fee per family.
- **Convenient Payment:** Monthly fees are paid via automatic credit card or bank account withdrawals.

\*Represents possible network locations. Check local listings for exact network options as some locations may not participate. Network locations are subject to change without notice.

Taxes may apply. Individuals must be at least 18 years old to purchase a membership.

## Selecting Options

- You can select an option based on your preference. Once you pay, you'll have access to all locations within the purchased plan and those at the lower price, too.
- The Elite plan has the option to select one home elite gym and access to all other gyms.
- You have the option to change your Elite home gym monthly.



Wondr™

## Metabolic Syndrome Reversal Program

With Wondr you can lose weight, gain energy, sleep better and improve your mind and body - all while eating your favorite foods

- Online program and mobile app allows members access anywhere at any time
- Wondr is a skills-based digital weight loss program that teaches you how to enjoy the foods you love and improve your overall health

**Your employer has partnered with Wondr Health to help you improve your overall health at no cost to you.**

# Teladoc Health™

## Diabetes Management and Hypertension Management Solutions



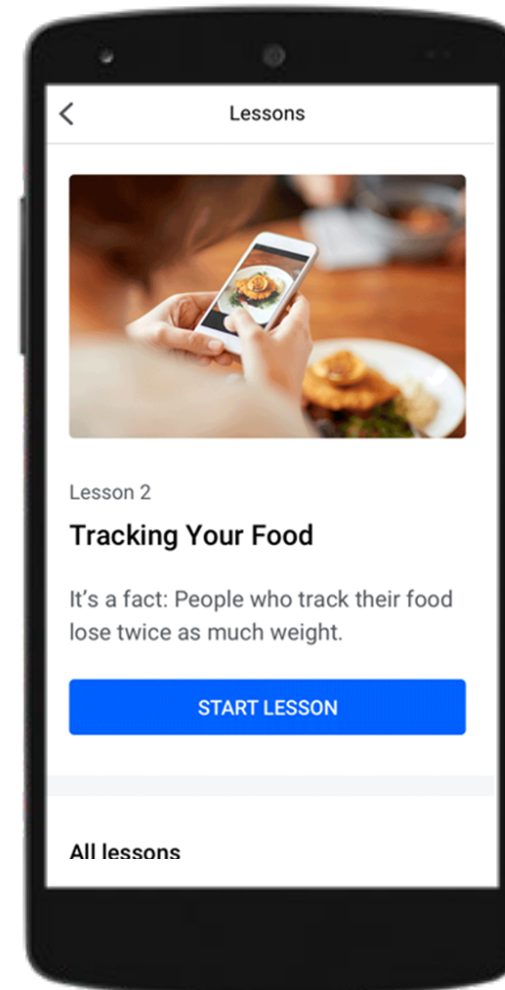
- Welcome kit with smart glucose meter or connected blood pressure cuff
- Digital and live coaching through meter, phone and the Teladoc Health mobile app
- Services covered — no out-of-pocket costs

**If you are eligible, Teladoc Health will contact you about how to sign up for this program**

# Teladoc™ Health

## Diabetes Prevention Program

- Evidence-based curriculum and health challenges
- Bite-sized and self-guided in-app lessons and live group sessions
- Track progress and monitor habits using your favorite device
- Photo-based food logging and digital coaching with timely member feedback
- Services covered — no out-of-pocket costs



**If you are eligible, Teladoc Health will contact you about how to sign up for this program**

# Hinge Health Digital Musculoskeletal (MSK) Clinic

Hinge Health provides a complete solution —  
for each stage of your MSK journey, with expert  
medical opinion

## **Prevention (at risk)**

Job-specific exercises and education

## **Acute (recent injury)**

Physical therapy video visits for every body part

## **Chronic (high risk)**

Exercise, education and behavioral change

## **Surgery (pre- and post-procedure)**

Rehab for members that require surgery

**Hinge Health will contact you about signing up  
for the program that's right for you**



# Take Care of Your Mental Health

Your plan includes behavioral health benefits so you and your covered family members can get help for:

- Anxiety
- Autism
- Depression
- Drug or alcohol use
- Eating disorders
- And many other mental health conditions

Log in to **Blue Access for Members**<sup>SM</sup> at **bcbstx.com** or call the number on the back of your member ID card to find a counselor, psychiatrist, treatment facility or other behavioral health provider.



# Digital Mental Health



Online programs through Learn to Live at no added cost for:

- Stress, anxiety and worry
- Depression
- Social anxiety
- Insomnia
- Panic
- Substance use
- Resiliency

- Available to employees and their family members 13 years and older
- Programs in English and Spanish
- Personal coaching by phone, text or email

## **Get started with a mental health assessment:**

- Log in to Blue Access for Members<sup>SM</sup>
- Choose Wellness, then find Digital Mental Health

Learn to Live provides educational behavioral health programs; members considering further medical treatment should consult with a physician.

# Women's and Family Health

No matter what stage you are at in life's journey, you should prepare as much as you can. We have tools to help — at no extra cost to you.

- **Ovia Health™ apps** are your companion for the journey ahead: from cycle and fertility tracking to pregnancy, parenthood and menopause.
- **Well onTarget®** offers self-guided courses that help you plan for a healthy pregnancy and baby.
- Plus, if your pregnancy is high-risk, BCBSTX will provide support from **maternity specialists** to help you care for yourself and your baby.

**Prepare for your life-changing journey.**





# Cancer Services and Support

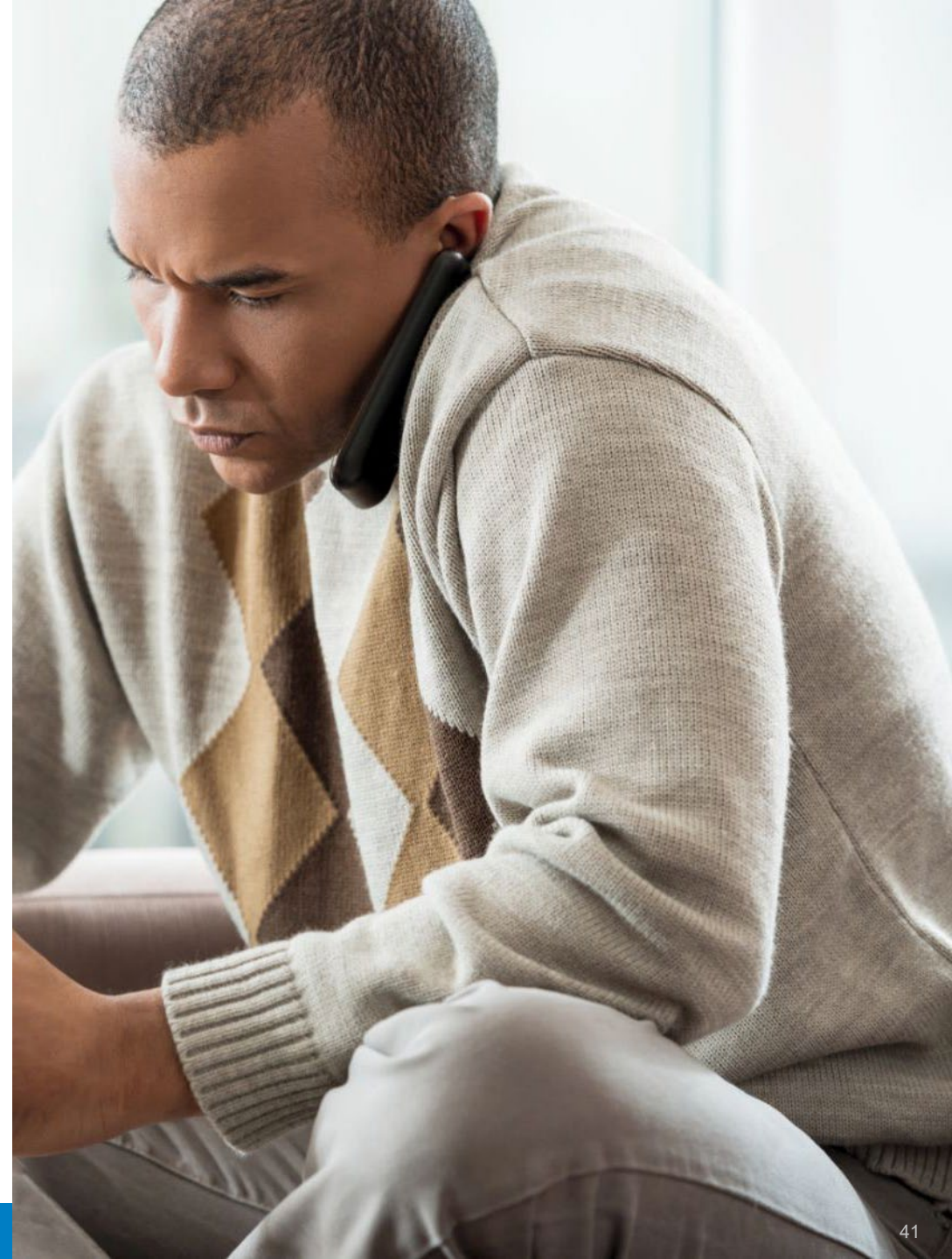
**A cancer diagnosis can change your life forever. We are here to help.**

The Cancer Services and Support program, in collaboration with AccessHope, will give you the tools, resources, and expert advice to help you before, during, and after cancer treatment.

- **Cancer Support:** Our skilled cancer care nurses are on hand to help you prepare for doctor office visits, share treatment information or give emotional support—wherever you are in your cancer journey.
- **Cancer Expert Advisory Review and Support:** With AccessHope, you can ask that a medical expert reviews your case. This allows you to get expert recommendations and clinical trial matches while staying close to home.

**Cancer care nurse support is available today by calling the number on the back of your ID card.**

AccessHope is an independent company providing cancer support services for members enrolled with Blue Cross and Blue Shield of Illinois and is solely responsible for the services it provides. BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them. © 2023 AccessHope, LLC. All rights reserved. Confidential and proprietary.





BlueCross BlueShield  
of Texas



## Prescription Benefits



## Retail Prescription Drug Benefit

Fill your 30-day prescriptions at any of the 66,000+ pharmacies in your broad Network. (Major chains include, Walgreens, CVS, Walmart, etc...)

- **Traditional Select (Broad) Network**
- **Performance Select Formulary**

## 90-Day Prescription Drug Benefit

Two options are available to get your maintenance medications for chronic conditions such as diabetes, asthma, high cholesterol etc...

**Home Delivery** (Mail Order) through Express Scripts Home Delivery

- Up to a 90-day supply
- Convenience and savings

### **ESN (Extended Supply Network)**

- Up to a 90-day supply at over 65,000 participating pharmacies
- Convenience and savings



# Home Delivery Prescriptions (Mail Order)

Your pharmacy benefit includes mail service of your maintenance medications from Express Scripts Home Delivery Pharmacy.

- Register online at [express-scripts.com/rx](https://express-scripts.com/rx) or by phone at 833-715-0942. Calling to set up or verify is often easiest.
- Once registered, ask your doctor to submit your prescription electronically or by fax.
- Transfer your existing prescription from a retail pharmacy online or by phone.
- Automatic refills are not an option with the plan.

## Accredo Specialty Pharmacy

Specialty drugs are often prescribed to treat chronic, complex conditions such as multiple sclerosis, hepatitis C and rheumatoid arthritis.

To start using Accredo Specialty Pharmacy you can call 833-721-1619. Once registered, you can manage your prescriptions on [Accredo.com](https://Accredo.com) or through the mobile app.



A home delivery (mail order) pharmacy service you can trust.

Express Scripts® Pharmacy delivers your long-term (or maintenance) medicines right where you want them. No driving to the pharmacy. No waiting in line for your prescriptions to be filled.

 BlueCross BlueShield of Texas



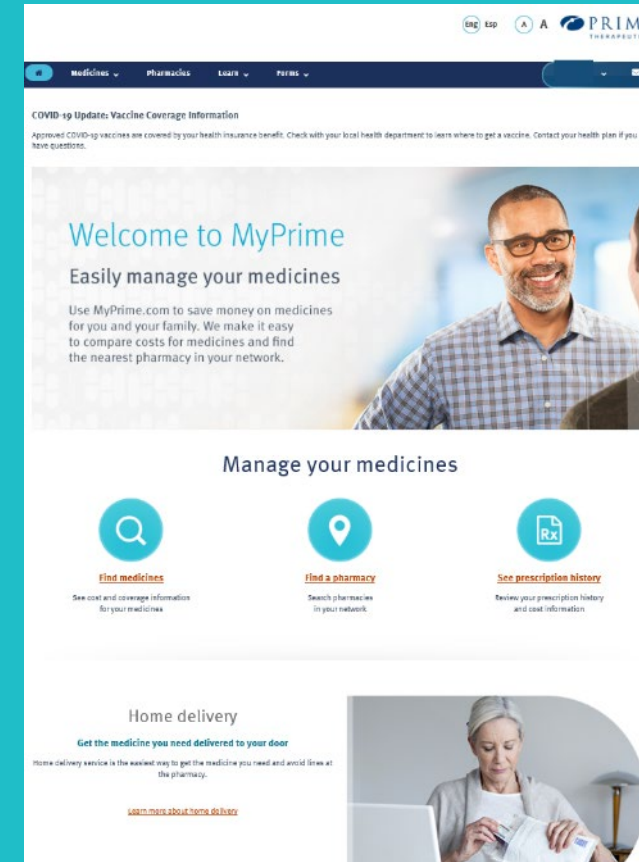
Do You Need Specialty Medications?

# MyPrime.com

**MyPrime.com helps you manage your pharmacy benefits when you're at home or on the go.**

**After 1/1/25, members may create a single sign-on from Blue Access for Members and then access MyPrime.com to:**

- See your prescription history and the list of drugs covered on the **Performance Select** Drug List.
- Learn about drug interactions, possible side effects and more.
- Find ways to save time and money with low-cost generic drugs.
- Find pharmacies in your network such as retail, vaccine, 90-day pharmacies.
- Find forms you may need such as home delivery order form or prescription drug claim form
- Members may also call the PEBC customer service number **(888-306-5753)** for questions about their pharmacy benefits.



The screenshot shows the MyPrime.com website interface. At the top, there is a navigation bar with links for Medicines, Pharmacies, Loans, and Forms. Below the navigation bar, there is a COVID-19 update section. The main content area features a large banner with the text "Welcome to MyPrime" and "Easily manage your medicines". Below the banner, there are three circular icons representing different services: "Find medicines", "Find a pharmacy", and "See prescription history". At the bottom, there is a section for "Home delivery" with a sub-heading "Get the medicine you need delivered to your door" and a link to "Learn more about home delivery".

# Digital Tools and Resources – MyPrime.com

Once plan is active on **1/1/25**, members can create a login at Blue Access for Members and then access MyPrime.com. Members will have the ability to view their medicines, price out their drugs, search for a pharmacy and view any necessary forms/documents they might need. Members may also call the PEBC Customer Service Number (888-306-5753) with questions.

- **Prior to 1/1/25, members may call the PEBC Customer Service Number (888-306-5753) for questions about their pharmacy benefits. Members can also search the current 2024 Performance Select Formulary for medications and Traditional Select Network for pharmacies by following the steps below on [MyPrime.com](#); “Click on Sign in → continue without sign in”**

## Select your health plan

or [sign in](#) or [register](#) to get prices and information specific to your benefits

What is your health plan or employer?

BCBS Texas

Are you a Medicare Part D member, shopping for a Medicare plan with prescription drug coverage, or a [Retirement Benefit Enrollee](#)?

No

What is your health plan type? *If you are unsure, contact your benefits administrator.*

Other BCBSTX Plans

Continue

Medicines Pharmacies Learn Forms

## Find medicines

Your health plan: BCBS Texas

### 1 Choose your drug list

Performance Select Drug List

### 2 Add a medicine

Medicine name Conditions National Drug Code (NDC)

Search by medicine name

Add a medicine associated with your selected drug list

Medicines Pharmacies Learn Forms Register Sign in

## Find a pharmacy

Print

Search pharmacies in your network and compare medicine costs. [How are medicines priced at my pharmacy?](#)

### Search criteria

#### Search for an in-network pharmacy

I'm searching for Retail pharmacies.

#### Drop Downs:

Retail  
Home Delivery  
Specialty

Enter ZIP, city and state, or address

Located within 5 miles

Enter a pharmacy name (optional)

I want to view pricing results for

30-day supply  90-day supply

Search

Cancel

Your network: Traditional Select Network [Change your network](#)

# Stay Engaged in Your Health Care



# How You Can Be a Smarter Consumer

- **Use in-network providers**
- **Review EOBs** and bills sent by your providers
- **Use wellness benefits**
- **See your physician regularly** for preventive care or illness
- **Ask your health care provider questions** about prescribed medications and treatment
- Ask your doctor if **lower-cost drug options** are right for you
- **Visit [bcbstx.com](https://www.bcbstx.com)** for more health and wellness information

