



## Breast Cancer Awareness Month

October is National Breast Cancer Awareness Month and October 19, 2001 is National Mammography Day.

HealthSelect and HealthSelect Plus cover all adult female participants for an annual mammogram. Employees should visit with their PCP or OB/GYN to find out more. See your Benefits Book and Supplement for details regarding coverage.

## Tips for Living With Less Stress

Suggestions to help you better manage the stress in your life:

- Recognize your symptoms of stress.
- Look at your lifestyle and see what can be changed: in your work situation, family situation or your schedule.
- Change your thinking. Look at things more positively. See problems as opportunities. Refute negative thoughts. Keep a sense of humor.
- Use relaxation techniques, such as yoga, meditation, deep breathing or massage.
- Exercise. Physical activity is one of the most effective stress remedies.
- Manage your time. Do essential tasks and prioritize the others. Consider those who may be affected by your decisions, such as family and friends. Use a checklist to receive satisfaction as you check off each completed job. Delegate tasks when possible.
- Watch your diet. Alcohol, caffeine, sugar, fats and tobacco all put a strain on your body's



ability to cope with stress. A diet with a balance of fruits, vegetables, whole grains and foods high in protein, but low in fat, will help create optimum health.

- Get enough rest and sleep. Talk with others (family, friends, professional counselors, support groups).
- Help others. Volunteer work can be an effective and satisfying stress reducer.
- Include leisure activities: read a book, watch a movie, play a game, listen to music, go on a vacation. Leave some time just for you.
- Work off your anger safely and productively. Get physically active by digging in the garden or cleaning the house.
- Avoid quarrels whenever possible.
- Tackle one thing at a time. Avoid trying to do too much at once.
- Don't try to be perfect.
- Ease up on criticism of others.
- Don't be too competitive.
- Make the first move to be friendly.

-Motiva



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HealthSelect administered by Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company  
HealthSelect Plus administered by Southwest Texas HMO, Inc. ★ d/b/a HMO Blue Texas  
★Independent Licensees of the Blue Cross and Blue Shield Association

# A Fresh Coat of Blue



A HealthSelect<sup>SM</sup> and HealthSelect Plus<sup>SM</sup> Newsletter for Coordinators

October 2001



## Summer Enrollment Updates

Wow! What a busy summer enrollment! We attended a total of 415 summer enrollment meetings (18 retiree meetings, 262 presentations, and 133 health fairs). These meetings allowed us to meet with approximately 33,219 state employees and retirees!

We are very pleased to announce a gain in membership of 1,145 subscribers for HealthSelect and 24,659 for HealthSelect Plus.

During the months of July, August, and September, our summer enrollment answer line answered a total of 18,383 calls regarding HealthSelect and HealthSelect Plus.

## HMO Blue<sup>®</sup> Texas Conversion to HealthSelect Plus

All employees who were covered with HMO Blue Texas and did not make any other insurance selection during this summer's open enrollment were automatically rolled into HealthSelect Plus. *If an employee resided in one of the 14 counties where HealthSelect Plus was not available, they were rolled into HealthSelect.* If your employee has received an ID Card that indicates a PCP they did not select, please have that employee contact

Customer Service to change these selections.

When possible we assigned the same PCP listed under HMO Blue Texas, if we did not receive a PCP selection or received an invalid selection.

***It is very important to remind all your employees to check their ID Cards. If an incorrect PCP is listed, they should call Customer Service as soon as possible.***

## HealthSelect and HealthSelect Plus Websites

By now we hope all of you have taken the opportunity to visit our new and improved website. Not only is our new site more user friendly, but participants can email Customer Service, check claim status (HealthSelect only), and search for a provider.

We have definitely seen an increase in activity to our site this year. The box indicates the total number of hits and a daily average for July. It's great to see that our customers are using our sites!

	July	Daily Average
HealthSelect	438,899	14,158
HealthSelect Plus	566,167	18,263

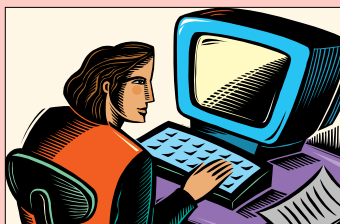
\*50% of these hits were to our On-Line Provider Directory.

## On-Line Provider Directory

Both the HealthSelect and HealthSelect Plus On-Line Provider Directories are updated on a monthly basis. Remember, employees can contact both HealthSelect and HealthSelect Plus Customer Service to get information that is updated daily.

If employees do not have internet access, they should call Customer Service for the names of providers in their plan.

**To report any On-Line Provider Directory errors, please contact your Service Rep. or Specialist.**



## HealthSelect and HealthSelect Plus Materials

To order both HealthSelect and HealthSelect Plus information booklets, you can download the order form from our website at [www.bcbstx.com/hs2002/coordnews.htm](http://www.bcbstx.com/hs2002/coordnews.htm) and fax it to Connie Blevins at 512-795-5971, or you can email your request directly to Connie at [connie\\_blevins@bcbstx.com](mailto:connie_blevins@bcbstx.com). Make sure that in your request you indicate whether you need HealthSelect or HealthSelect Plus booklets. Connie must have these requests in writing to ensure accurate processing of your order.

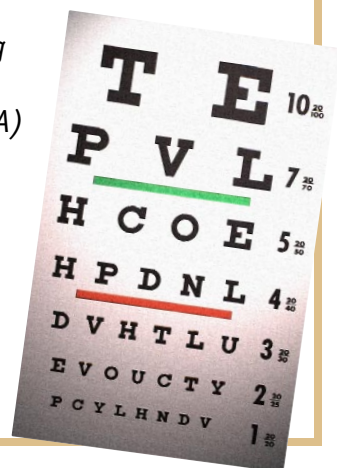
## Magellan Behavioral Health and Vision Care Providers

All **HealthSelect Plus** participants must access **behavioral health care** through Magellan Behavioral Health. A notice was mailed to all HealthSelect Plus participants earlier this year regarding this change. To access care, a participant should contact Magellan Behavioral Health Providers of Texas, Inc., at 1-800-729-2422.

All **HealthSelect Plus** participants are required to use Cole Vision Providers for their **annual routine eye exam**. To find a list of vision providers, go to our website at

[www.bcbstx.com/hsp2002/providers/index.htm](http://www.bcbstx.com/hsp2002/providers/index.htm) or call Cole Managed Vision at 1-800-228-2020.

*Austin area members utilizing the Austin Regional Independent Associates (ARIA) limited provider network are not affected by this change. These members should continue utilizing their existing ARIA network providers for their routine eye exam.*



## Merck Medco Client Service Team

Merck Medco, the HealthSelect prescription drug administrator, has a designated client service team for ERS Benefit Coordinators. Representatives at the client service team have access to ERS On Line and have the ability to provide immediate membership updates. If you have a prescription drug inquiry for a HealthSelect participant, please call the Merck Medco client service team at 1-800-411-9941. **This number is for Benefit Coordinators only.**

## Address Changes

The mailing address for mail-order prescriptions for HealthSelect Plus has changed. All requests for mail-order prescriptions should be mailed to:

**AdvancePCS**  
**PO Box 961066**  
**Fort Worth, Tx 76161**

Reminder: all PCP Selection Forms should be mailed to:

**BCBSTX**  
**ATTN: Group Accounts**  
**PO Box 6109**  
**Abilene, Tx 79608**

## Emergency Care for HealthSelect Participants

HealthSelect participants receive **network benefits** for world wide medically necessary care received during the **first 48 hours of a medical emergency**. We have received clarification



from ERS that, effective immediately, emergency services will be paid at the **network level of the billed amount** for non-network and non-ParPlan providers (excluding Ambulance Services). Patients will

no longer be responsible for any charges over the BCBSTX allowable amounts if providers are non-network or non-ParPlan.

Care received **after the first 48 hours** will require the proper precertification and/or referrals from the PCP. If these authorizations are obtained, the patient will receive **network benefits** on the **allowed amount** only. If services are rendered by a non-network or non-ParPlan provider, the patient will be responsible for the difference between the billed and allowed amounts.

## Austin Marketing Specialists

With such a large increase in membership for HealthSelect and HealthSelect Plus, you are bound to have employees who experience claims or membership issues. If your employees have claims or benefits questions that have not been handled to their satisfaction, please feel free to contact either Cyrus Walker at 512-795-5908 or Colette Pearce at 512-795-5906. These Specialists are also available via email: **[cyrus\\_walker@bcbstx.com](mailto:cyrus_walker@bcbstx.com)** and **[colette\\_pearce@bcbstx.com](mailto:colette_pearce@bcbstx.com)**.

**Please note:** with any questions concerning HealthSelect prescription drug issues, contact the Merck Medco client service team.

## Blue Access for HealthSelect

HealthSelect participants now have the capability to check claims status, view and print EOBs, and review membership information through Blue Access. When participants log on for the first time, they will be prompted to request a password. This password is mailed to the home within 5-7 business days. This password will give **immediate, confidential access** to benefit claim information.

Blue Access is available at the following times: Monday through Friday 7 a.m. – Midnight (CT), Saturday, 7 a.m. – 3 p.m. (CT)

*Not available Sundays and Holidays. Blue Access will soon be available for HealthSelect Plus members.*

## Travel Safety - Tips for a Safe Healthful Trip

Preparing for a family trip is usually hectic in the last moments before heading out the door. But don't forget to pack the few things that allow you to continue good health practices while traveling.

- Don't forget your medications, and don't store them in a hot car.
- Ask your pharmacist if your medications, cosmetics or oral contraceptives can make your skin more sensitive to the sun.



- Pack a medical care kit for minor emergencies.
- Check with your health care company about out-of-town coverage.
- Bring your health insurance card(s) and important phone numbers.
- Buckle up every passenger traveling.
- Don't drink and drive, or drive when sleepy.
- Carry extra pairs of glasses or contacts.

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