



a fresh coat of blue

NEWSLETTER FOR STATE AND HIGHER EDUCATION COORDINATORS JULY 2006

No Benefit Changes!

We are pleased to announce that there will be no benefit changes for Plan Year 2007. This means there will not be an increase in the copayment and coinsurance amounts participants pay when seeking medical care.

Summer Enrollment Materials

As you know, you have access to HealthSelectSM materials through the HealthSelect Web site, www.bcbstx.com/hs. A supply of Summer Enrollment materials will be sent to locations designated for ERS fairs. In addition, agencies will receive a supply of materials for employees not able to attend a fair or without Internet access.

Summer Enrollment Dates

This year Summer Enrollment will begin on **July 24** and end **August 18**. During this time, employees will be able to add or drop dependents to their HealthSelect coverage. In some instances, evidence of insurability will be required.

Blue Cross and Blue Shield of Texas (BCBSTX) representatives will be available at all ERS-sponsored health fairs during Summer Enrollment to assist you and your employees with questions about HealthSelect. If you are in need of additional meetings outside ERS-sponsored fairs, please contact your BCBSTX Marketing Service Representative listed on the Coordinator News Web site at www.bcbstx.com/hs/coordnews.htm. We will do our best to accommodate these requests.

Coordinator Conference

ERS has announced that the Coordinator Conference will be held on **July 12-14** in **The Commons - Building 137-** at the **J.J. Jake Pickle Center, 10100 Burnet Rd., Austin**. BCBSTX will be present during the conference with samples of materials that will be distributed during Summer Enrollment and to answer your questions. Be sure to stop by and say hello!

SUMMER ENROLLMENT EDITION

BCBSTX will continue to provide enhanced services to HealthSelect participants that include:

- Blue Care® Connection, the BCBSTX integrated wellness and disease management program
- The option to communicate with BCBSTX Customer Service through Live Chat (participant must be a registered user with Blue Access® for Members)
- Daily updates to Provider Finder®, the online provider directory
- Year-to-date out-of-pocket cost summaries
- Online self-paced training module focusing on HealthSelect benefits

More details of these services are found throughout this newsletter.

ID Cards

There are no changes to HealthSelect benefits effective September 1, 2006; therefore, ID cards will not be sent to HealthSelect participants in September. If an employee continues in HealthSelect, the card with a unique identification number is still valid. **Remember**, employees will receive ID cards shortly after September 1, 2006 **only if** they:

- are new to HealthSelect
- add or drop dependents
- make name changes; or
- make PCP changes

If you have employees who are new to HealthSelect on September 1, 2006 and need to access care before receiving their ID card, instruct them to give the SSN of the subscriber and group number (38000) to their provider. The provider can use this information when verifying coverage. If further assistance is needed, please contact BCBSTX Customer Service at **(800) 252-8039**.

Summer Enrollment Answer Line

Do you have questions about HealthSelect Benefits?

Call the Summer Enrollment Answer Line at **(800) 252-8039** (press options **1, 2** and **2** when prompted) beginning July 24 through August 31, Monday through Friday, 7 a.m. to 7 p.m. (CT) and on Saturday, 9:30 a.m. to 1 p.m. (CT).

Representatives will be available to answer questions about HealthSelect. We also have bilingual staff for your Spanish-speaking employees.

HealthSelect participants may also continue to communicate with BCBSTX Customer Service about HealthSelect through "Live Chat" and secure e-mail. Both are available through Blue Access for Members.

BlueSTAR

In March, Blue Cross and Blue Shield of Texas ushered in BlueSTAR, the new membership platform able to produce identification cards that more accurately reflect the type of coverage dependents have under HealthSelect. The new system provides identification cards for dependents who have a different coverage type than the participant - for example, the participant resides in Texas and the dependent resides in Oklahoma.

The group number for dependents with a different coverage type is no longer the same as the participants'. These dependents now have HealthSelect coverage under group number 38001, and the participant continues to have coverage under group number 38000.

***Remember it is vital to obtain the Social Security Numbers of all dependents.**

Participant with in-area coverage Group number 38000	Dependents with out-of-area coverage Group number 38001
Participant with out-of-area coverage Group number 38000	Dependents with in-area coverage Group number 38001

The conversion to BlueSTAR was seamless to most members. The only members affected were those dependents whose coverage type differed from the participant (only 3,794 out of 444,206 HealthSelect participants). Only the members and dependents affected by the change were notified, and only affected dependents received ID cards.

TruHearing Program

HealthSelect participants who are purchasing hearing aids can receive discounts through the TruHearing Program. To learn more about the TruHearing program, call **(877) 882-2020** or go to the HealthSelect Web site at www.bcbstx.com/hs/truhearing.

Vision One Eyecare Program®

HealthSelect participants should continue to follow network guidelines for their annual routine eye exam by using a HealthSelect network optometrist or ophthalmologist. However, the Vision One Eyecare Program can be used when purchasing frames, lenses and contacts.

HealthSelect participants can receive discounts of up to 60% for most vision products and services, including frames, lenses and contacts by simply presenting their BCBSTX ID card to a Cole Vision Provider.

Note: When a participant presents his or her HealthSelect ID card to a Cole Vision Provider, the participant should mention that they are using the "BCBSTX Plan #57999." This alerts the Cole Vision Provider that the participant should receive a discount.

Vision One Eyecare Program® and Vision One® are registered trademarks of Cole Corporation.

HealthSelect Web site

www.bcbstx.com/hs - the online resource

Information is a powerful tool. That's why we provide a variety of online resources for HealthSelect participants - from the status of a medical claim, to staying healthy.

The HealthSelect Web site is available to members 24 hours a day, 7 days a week to provide access to the information participants need about HealthSelect. Visit today at www.bcbstx.com/hs.

Self-Paced Training Module on HealthSelect benefits is available. Click on the link located throughout the HealthSelect Web site to view this tutorial.

Provider Finder

The online provider directory is **updated daily** to provide participants with the most up-to-date information. Another resource available on Provider Finder includes a tool that will help participants identify which hospitals employ BCBSTX contracting providers (e.g., pathologist, radiologist, anesthesiologist, etc.). This will assist participants when selecting a hospital for care.

Blue Access for Members

When participants want to know when their medical claims are paid or to confirm who in their family is included under their coverage, they should visit the HealthSelect Web site and log in to Blue Access for Members. Once registered, they will find a number of useful tools that give them the capability to:

- Check the status of their claims and claims history
- Confirm who in their family is included in their coverage
- View and print an Explanation of Benefits (EOB) for a claim
- Select the option to not receive EOBs in the mail and request e-mail notification
- Request a new, replacement, or print a temporary ID card
- Use the Hospital Comparison Tool
- Access Personal Health Manager
- Utilize the Treatment Cost Advisor Tool
- Review their year-to-date out-of-pocket summary

If Your Employees Do Not Have A User ID And Password For Blue Access For Members, They Can Get Started By Following These Easy Steps:

1. With their group and subscriber identification number ready (these can be found on the HealthSelect ID card), go to www.bcbstx.com/hs.
2. Log in to Blue Access for Members.
3. Create a User ID and password. Once the User ID and password are created, they will have secure access to their personal information.

Why HealthSelect?

When assisting your employees this Summer Enrollment, we wanted to provide you with helpful information on what HealthSelect has to offer.

- A choice of benefit levels – network and non-network
- Access to the BCBSTX network of providers, which is the largest network of physicians and hospitals in Texas
- \$20 PCP copay and \$30 Specialist copay (with PCP referral)
- Worldwide coverage
- Coverage for dependents, wherever they live
- Coverage for physical therapy and chiropractic care

Did you know that HealthSelect also offers:

- Customized Web site on HealthSelect benefits
- Blue Access for Members – to view claims, print Explanation of Benefits, order ID cards or print a temporary ID card – just to name a few
- Personal Health Manager – the online tool that gives employees access to tools that allow them to manage their own and their family's health
- Hospital Comparison Tool – to compare hospitals before scheduling surgery
- Treatment Cost Advisor – to research common procedures and their costs

Enhanced Services Include:

- Option to communicate with BCBSTX Customer Service through Live Chat or e-mail
- Daily updates to the online provider directory, Provider Finder
- Online self-paced training module on HealthSelect benefits
- Year-to-date out-of-pocket summaries available through Blue Access for Members
- Blue Care Connection, BCBSTX's integrated wellness and disease management program, which includes:
 - Wellness and Disease Management Programs
 - 24/7 Nurseline
 - Personal Health Manager which provides access to *Ask a Nurse* and *Ask a Trainer*, and the Health Risk Assessment
 - Care and Case Management
 - Special Beginnings[®] for Mother and Baby

Live Chat with BCBSTX Customer Service

As registered users of Blue Access for Members, participants can communicate with BCBSTX Customer Service through a feature called Live Chat. Live Chat gives participants secure, immediate access to dedicated BCBSTX Customer Service Representatives for assistance about HealthSelect benefits. Live Chat is available Monday through Friday, 8 a.m. – 5 p.m. (CT).

Participants can also communicate with BCBSTX Customer Service through secure email and receive a response within 24 hours.

Blue Care Connection

Blue Care Connection is the integrated wellness and disease management program offered to HealthSelect participants.

Blue Care Connection simplifies the coordination of participants' health care benefits, educates and empowers them to make informed choices, supports wellness by aiding their understanding of preventive care guidelines, personal risk assessments, and preventive screenings. These services are provided to participants at **no additional cost!**



Blue Care Connection includes:

Disease Management – when participants qualify, they will have access to a Blue Care Advisor, their personal contact who will work with them and their doctors in the management of their health care.

Wellness Programs – helpful reminders to participants encouraging them to take good care of themselves, eat healthy foods and receive the tests that are recommended for their age.

24/7 Nurseline – Participants will have access to caring, experienced nurses who understand health concerns and are available to participants twenty-four hours a day, seven days a week – even on holidays – at **(888) 334-9473**.

Special Beginnings – a comprehensive program designed to help female participants take care of themselves and their growing baby. Call toll-free at **(800) 462-3247** for enrollment and other information.

Care Management – through the preauthorization process, manages resources needed to treat participants' illness or injury, balances the appropriateness and the setting of the care they receive and assists them in obtaining the highest level of benefits available.

Case Management – focuses on the continuity of care when participants have more complex treatment needs by providing a smooth transition between multiple providers and care levels.

Personal Health Manager - The Newest Online Resource

This resource of online tools and information is available to your employees as registered users of Blue Access for Members. Personal Health Manager lets participants:

- Set up a personal health record to keep track of and manage their family's health information – within one secure location. As a Web-based resource, participants can access their personal health information anywhere, anytime they have Internet access.
- Permit health care providers, family members and Blue Care Advisors to access their records and facilitate care. When participants grant access to their doctor on the Personal Health Manager site, an automated e-mail is sent to the doctor with instructions on how to gain access and upload medical information.
- Ask registered nurses, their Blue Care Advisors, health-related questions with the *Ask a Nurse* feature, using Web-based inquiries.
- Request nutrition, fitness and weight loss advice from a team of certified personal trainers with *Ask a Trainer*, using Web-based inquiries.
- Access online health information. Participants will find health and medication information, wellness tracking tools, videos and interactive tutorials, many personalized to their specific areas of interest.
- Receive targeted wellness and condition-specific information via secured messaging to help manage their health. Participants can receive alerts for screening tests and set up reminders for medical appointments and medication refills.

Helpful Numbers

The following are some helpful phone numbers and addresses that you may need to refer to during Summer Enrollment and through Plan Year 2007.

Summer Enrollment Answer Line
(800) 252-8039 – Options **1, 2** and **2**

BCBSTX Customer Service
PO Box 660044
Dallas, TX 75266-0044
(800) 252-8039

TDD Phone Line for Hearing Impaired
(800) 735-2989

Evidence of Insurability
Fort Dearborn Life Insurance
PO Box 655403
Dallas, TX 75265
(800) 451-0271, Option **1**

INROADS[®] Behavioral Health Services
In Dallas **(972) 766-5201**
Outside Dallas **(800) 528-7264**

GBP Forms/PCP Changes
BCBSTX Membership
PO Box 660044
Dallas, TX 75266-0044
Or Call **(800) 252-8039**

Employees Retirement System of Texas
PO Box 13207
Austin, TX 78711-3207
Outside Austin **(877) 275-4377**
In Austin **(512) 867-7711**

Prescription Drug Program

Medco Health Solutions, Inc.
PO Box 650322
Dallas, TX 75265-0322
(800) 903-8345

Medco Health Solutions, Inc.
Prospective Members
(877) 798-8454

Medco by Mail
PO Box 650322
Dallas, TX 75265-0322

Prescription Drug Reimbursement
Medco Health Prescriptions Solutions, LLC
PO Box 14711
Lexington, KY 40512



blue for you

JULY 2006

BCBSTX Marketing and Account Management Team

If you have any questions about HealthSelectSM, remember the Blue Cross and Blue Shield of Texas Marketing and Account Management team are here for you. With over 80 combined years of experience, we are pleased to provide you with the exemplary service you have come to expect.

Our Marketing and Account Management team are here to assist you with escalated inquiries, health fairs, benefit training, employee meetings or any type of support you need. There are three Senior Marketing Account Representatives (SMAR), a Field Service Representative and a Group Benefits Specialist 1 available for you.

Group Benefits Specialist 1

Please help us welcome [Keira Biery](#) to her new position as Group Benefits Specialist 1! Keira is the newest member of the HealthSelect Marketing and Account Management team, though she began her career with BCBSTX over five years ago as a Customer Service Advocate in our Abilene office. For the past three years, Keira has worked as a Grievance Specialist where she gained extensive HealthSelect plan knowledge. Keira's experience will be a tremendous asset to our team. Please feel free to contact Keira with any of your HealthSelect inquiries.

Keira can be reached by phone at [\(325\) 793-4334](tel:325-793-4334) or by e-mail at keira_biery@bcbstx.com.

Field Service Representative

We are also pleased to announce that [Diana Head](#) has recently been promoted to Field Service Representative. Many of you may have had an opportunity to work with Diana over the past year as she has supported you with escalated inquiries and summer enrollment activities. Diana will continue to be based from our Abilene office. As part of her new duties, Diana will begin assisting with special projects such as member and coordinator communications. She will also provide continued support to our SMAR's and Keira, as needed.

Diana can be reached at [\(325\) 794-3720](tel:325-794-3720) or e-mail at diana_head@bcbstx.com.

Do you know your Senior Marketing Account Representative?

Anne Herrington, Sandi Conatser and Joe Malinowski are BCBSTX Senior Marketing Account Representatives (SMAR) dedicated to HealthSelect. Anne, Sandi and Joe have over 46 years of combined experience servicing State of Texas employees, retirees and their dependents.

Please contact Anne, Sandi or Joe if you need any assistance with health fairs, benefits presentations, seminars, or general HealthSelect medical benefits issues. Your SMAR is your personal contact with BCBSTX for all HealthSelect related issues. Refer to the grid below to find out which SMAR services your territory.

For assistance with the prescription drug program, contact MEDCO Health Solutions, Inc., Customer Service at (800) 903-8345.

Representative	Territory	Phone/Fax/E-mail
Anne Herrington	Central: Austin, Waco, San Marcos, San Antonio, Beeville Panhandle: Lubbock, Amarillo East: Tyler, Longview, Marshall, Bryan Other: Wichita Falls, Vernon	Phone: (512) 795-5945 Fax: (512) 795-5971 Email: anne_herrington@bcbstx.com
Joe Malinowski	North: Dallas, Fort Worth & surrounding cities South: McAllen, Harlingen, Brownsville West: Abilene, San Angelo, Midland, Odessa, El Paso Other: Austin, Texarkana, Big Spring	Phone: (512) 795-5914 Fax: (512) 795-5971 Email: joe_malinowski@bcbstx.com
Sandi Conatser	East: Houston, Beaumont, Nacogdoches, Huntsville South: Victoria, Corpus Christi, Kingsville, Laredo Central: Austin, LaGrange, Brenham West: Alpine, Fort Davis, Pecos	Phone: (512) 795-5936 Fax: (512) 795-5971 Email: sandi_conatser@bcbstx.com

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Group Benefits Specialist I

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Editor: [Diana Head](#)