



Integrated Medical Disability Claim Management

Streamline the disability claims process with the support of a health advocate and shared medical information

Blue Cross and Blue Shield of Texas (BCBSTX) offers a new way for the health advocacy and disability teams to work together, improving the experience for members of the UT SELECT program at the University of Texas (UT).

As a member with both BCBSTX medical and disability coverage, you can now opt-in to share medical information between the health advocacy and disability teams to bypass some of the paperwork and significantly speed up the decision-making process.

What is a Health Advocate?

Health advocates are all-around benefits specialists that provide personalized support and guidance related to your health conditions. A health advocate can help get answers to your health questions and guide you through a diagnosis and what to do next.

Better Outcomes Working Together

In addition to providing support and answers on health issues, health advocates are prepared to identify when your condition could be better managed through treatment and disability leave, and they can help you start the process.

A health advocate can connect you with the disability claims team. At that point, you are able to allow medical information related to your condition to be shared between teams.

With access to medical information such as the diagnosis, test results and treatment, the disability team can process your claim and get you started on recovery faster. The streamlined process can eliminate the time it takes to send a doctor paperwork, fill out information on your condition and return it.

The Circle of Care

By working with a health advocate and sharing information, you should expect:

- Less time spent on paperwork and a significantly faster decision process
- Reduced stress with a health advocate assisting you through the process
- Improved health outcomes with more personalized attention

What does this mean for you? You can focus on your health and recovery while protecting your income on short- or long-term disability leave.



How Else Can a Health Advocate Help?

A health advocate can:

- Connect you with wellness partners and health coaching
- Find quality, in-network providers
- Resolve billing issues
- Get answers to claims and benefit questions

Health Advocates* are available Monday – Friday, 7 a.m. – 7 p.m. (CST) via:

- Phone: 866-882-2034
- Connect via email when you log on to Blue Access for MembersSM (BAM) at bcbstx.com/ut
- Live chat through the BCBSTX app

*For medical emergencies, call 911. Health advocates do not provide medical advice and do not take the place of a doctor's care. Talk to your health care professional about any health questions or concerns. For illustrative purposes only. May not be available in all jurisdictions. Coverage may be subject to limitations, exclusions and other coverage conditions contained in the issued policy. Please consult the policy for the actual terms of coverage.