



Thank you for choosing a Medicare plan from Blue Cross and Blue Shield of Texas. If you need help finding a network provider or pharmacy, please call your plan's customer service number:



- Blue Cross Medicare AdvantageSM **1-877-774-8592 TTY/TDD 711**
- Blue Cross Medicare Advantage Dual Care (HMO SNP)SM **1-877-688-1813 TTY/TDD 711**
- Blue Cross MedicareRx (PDP)SM **1-888-285-2249 TTY/TDD 711**

Or visit your plan's online searchable provider directories::



- Blue Cross Medicare Advantage Provider Directory: **www.getbluetx.com/mapd/providers**
- Blue Cross Medicare Advantage Dual CareSM Provider Directory: **www.getbluetx.com/dsnp/providers**
- Blue Cross Medicare Advantage Pharmacy Directory: **www.getbluetx.com/mapd/pharmacies**
- Blue Cross MedicareRxSM Pharmacy Directory: **www.getbluetx.com/pdp/pharmacies**

If you would like a provider and/or pharmacy directory mailed to you, please either call Customer Service or email **MedicareDirectory@bcbstx.com**.

Please follow these instructions to request a pharmacy and/or provider directory via email:

- Step 1:** Complete the Contact Information and Directory Type sections below. **Both sections must be filled out for us to complete your request.**
- Step 2:** Save this Directory Request Form to your computer.
- Step 3:** Attach the completed Directory Request Form to an email with the subject line **"Directory Request: TX - Directory Type."** (For example: *Directory Request: TX - Provider Directory*).
- Step 4:** Send the email to **MedicareDirectory@bcbstx.com**.

YOUR CONTACT INFORMATION

| | | | |
|------------|-----------|--|--|
| First Name | Last Name | | |
|------------|-----------|--|--|

| | | | |
|-----------------|------|-------|----------|
| Mailing Address | City | State | ZIP Code |
|-----------------|------|-------|----------|

SELECT YOUR PLAN NAME AND DESIRED DIRECTORY

Employer/Group name your insurance is through (if applicable) _____

| | |
|---|---|
| Medicare Advantage Plan (check one) | Directory (select all that you need) |
| Blue Cross Medicare Advantage (HMO) SM | Pharmacy Directory |
| Blue Cross Medicare Advantage (PPO) SM | Provider Directory |
| Blue Cross Medicare Advantage Dual Care | |

| | |
|--|----------------------------------|
| Medicare Prescription Drug Plan | Directory (Pharmacy ONLY) |
| Blue Cross MedicareRx | Pharmacy Directory |

| | | | |
|--------------------|-------------------|-------------|--|
| City/Region | | | |
| Austin | Dallas | El Paso | |
| Houston | Rio Grande Valley | San Antonio | |

Blue Cross Medicare Advantage (MAPD)

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-877-774-8592 TTY 711.

We are open between 8:00 a.m. and 8:00 p.m., local time, 7 days a week. If you are calling from April 1 through September 30, alternate technologies (for example, voicemail) will be used on the weekends and holidays.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-774-8592 TTY 711.

Nuestro horario es de 8:00 a.m. a 8:00 p.m., hora local, los 7 días de la semana. Si usted llama del 1 de abril al 30 de septiembre, durante los fines de semana y feriados, se usarán tecnologías alternas (por ejemplo, correo de voz).

Blue Cross Medicare Advantage Dual Care (HMO SNP)

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-877-688-1813 TTY 711.

We are open between 8:00 a.m. and 8:00 p.m., local time, 7 days a week. If you are calling from April 1 through September 30, alternate technologies (for example, voicemail) will be used on the weekends and holidays.

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Blue Cross MedicareRx (PDP)

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-285-2249 TTY 711.

We are open between 8:00 a.m. and 8:00 p.m., local time, 7 days a week. If you are calling from April 1 through September 30, alternate technologies (for example, voicemail) will be used on the weekends and holidays.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-285-2249 TTY 711.

Nuestro horario es de 8:00 a.m. a 8:00 p.m., hora local, los 7 días de la semana. Si usted llama del 1 de abril al 30 de septiembre, durante los fines de semana y feriados, se usarán tecnologías alternas (por ejemplo, correo de voz).

Medicare Part D Plan Notice:

Prescription drug plan is provided by Blue Cross and Blue Shield of Texas, which refers to HCSC Insurance Services Company (HISC), an Independent Licensee of the Blue Cross and Blue Shield Association. A Medicare-approved Part D sponsor. Enrollment in HISC's plan depends on contract renewal.

Medicare Advantage Plan Notice:

Plans provided by Blue Cross and Blue Shield of Texas, which refers to HCSC Insurance Services Company (HISC) (PPO plans), and also to GHS Insurance Company (GHS) (HMO and HMO Special Needs Plans). HISC and GHS are Independent Licensees of the Blue Cross and Blue Shield Association. HISC is a Medicare Advantage organization with a Medicare contract. GHS is a Medicare Advantage organization with a Medicare contract and a contract with the Texas Medicaid program. Enrollment in HISC's and GHS' plans depends on contract renewal.