BlueCross BlueShield of Texas

Austin



Your Wellness Benefits, Network Pharmacies and Plan Tools

Your plan includes extra health and wellness benefits to support your care. This guide highlights network pharmacies, helpful plan tools and contact information so you can easily use your benefits.

Check your Evidence of Coverage for more information or call the Customer Service number listed on the back of your member ID card.

We are open 8 a.m. – 8 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 weekends and holidays.

24/7 Nurseline

Your health questions can be answered by a registered nurse. This service is available 24 hours a day, 7 days a week. Get help with health concerns such as asthma, back pain, chronic health problems and more. **You can reach the 24/7 Nurseline at 1-800-631-7023 (TTY 711)**.

Blue365® Discount Program

Blue365 offers savings on health and wellness products and services such as contacts, dental care, fitness devices, glasses, healthy meals, hearing aids, clothes and shoes, and more from trusted retailers. Availability of discounts is subject to change.
See all the deals and learn more at www.blue365deals.com/bcbstx.

Network Pharmacies

Your pharmacy network includes thousands of locations. Major national retail and grocery pharmacy chains participate in the network, including:

Albertsons, Brookshire's food & pharmacy, Kroger, H-E-B, Randalls, Tom Thumb, United supermarkets, Walgreens, Walmart

MDLIVE® Virtual Visits

Meet with an independently contracted, board-certified MDLIVE provider for non-emergency medical conditions and mental health support, including therapy and psychiatric care. You can meet by phone, mobile app or online video 24 hours a day, 7 days a week. Note: Your primary care provider may also offer virtual visits.

Visit www.mdlive.com/bcbstx-medicare or call 1-866-954-3585 (TTY 1-800-770-5531).

Rewards Program

Earn up to $100 in gift cards from national retailers for completing Healthy Actions, such as scheduling your Annual Wellness Visit, getting a flu shot, or getting your fall risk assessment.

Visit www.BlueRewardsTX.com and login to learn more.

SilverSneakers® Fitness Program

SilverSneakers offers fitness classes led by certified instructors, thousands of fitness locations nationwide, and a welcoming community where you can have fun with friends and meet new people. Virtual classes are also available.

For more information, visit www.silversneakers.com or call 1-866-584-7389 (TTY 711).

Blue Access for Members℠

Register for BAM℠ at mybam.bcbstx.com.

BAM is a secure website and, along with our mobile app, is designed to give you quick, easy access to the health information you need. You can:

- Access your Evidence of Coverage.
- Search for providers and pharmacies.
- See your prescription history.
- Link to **http://www.bcbstx.com/myprime-find-drugs** to view your drug list/formulary.
- View claims status and up to 18 months of activity.
- Request an ID card or print a temporary ID.
- And much more.

Try the 'Guide Me Through' tool on the BAM site for a helpful overview.
If you already have a BAM account, you will not need to create a new one.

Connect Community

Connect is a fun way to interact with other members through our online blog-style format. Learn about health and wellness, benefits and coverage, how health insurance works and much more.

Connect at http://connect.bcbstx.com/medicare.



Hearing Care

Your plan covers routine hearing exams and may include an allowance on hearing aids through TruHearing®. Check your Evidence of Coverage for details about what your plan covers.
Visit the TruHearing website at www.truhearing.com or call 1-844-855-9536 (TTY 711) to learn more.

Non-Emergency Transportation Services

Your plan provides one-way rides to medical appointments to help you stay independent and set your own schedule. Check your Evidence of Coverage for details about how many one-way rides are covered each year.
Arrange trips by calling the Customer Service number on the back of your member ID card.

Post-Discharge Meals at Home

Access healthy meals to aid in your recovery for a limited period after getting discharged from an inpatient hospital stay. **To learn more, check your Evidence of Coverage.** Call the Customer Service number on the back of your member ID card to arrange meals.

Over-the-Counter (OTC) Allowance and Wellness Benefits Card

Your plan includes a Wellness Benefit Card with a monthly allowance, that helps cover OTC drugs and other health-related products. Items include antacids, first aid supplies, pain relievers, and more. Any unused allowance rolls over to the next month.
To learn more, check your Evidence of Coverage.

This is not a complete description of benefits. Please refer to your plan documents for details.

The relationship between these vendors and Blue Cross and Blue Shield of Texas is that of independent contractors.

BCBSTX makes no endorsement, representations or warranties regarding any products or services offered by the above-mentioned vendors.

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. 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. Hearing services are provided by American Hearing Benefits, Beltone™, HearUSA and TruHearing®. Vision services are provided by ContactsDirect®, Croakies, Davis Vision℠, EyeMed Vision Care, Glasses.com, Jonathan Paul Fitovers and LasikPlus®.

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® and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without permission.

The Healthy Activity Portal is a website owned and operated by HealthMine, Inc., an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide digital health and personal clinical engagement tools and services 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.

Registration is required to participate. Visit www.BlueRewardsTX.com to register and see what Healthy Actions earn rewards. Maximum annual rewards of $100 in gift cards. One reward per Healthy Action per year. Healthy Action dates of service must be in the current plan year. Healthy Actions that earn rewards are subject to change.

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TruHearing® is a registered trademark of TruHearing, Inc., which is an independent company providing discounts on hearing aids.

MyPrime.com is a pharmacy benefit website owned and operated by Prime Therapeutics LLC, an independent company providing pharmacy solutions for your plan.

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Blue Cross Group Medicare Advantage (PPO)
PPO employer/union group plans provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC)-H0107 and H8634, and HCSC Insurance Services Company (HISC)-H1666. HCSC and HISC are Independent Licensees of the Blue Cross and Blue Shield Association. HCSC and HISC are Medicare Advantage organizations with Medicare contracts. Enrollment in these plans depends on contract renewal.

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