

# Personal support when you and your dependents need help



## What is a health advocate?

The University of Texas, through Blue Cross and Blue Shield of Texas and the UT SELECT program, provides access to you and your dependents to an all-around benefits specialist and personal health care resources. Health Advocates are part of an integrated concierge and care management solution included in your benefits!

The health advocate is assigned to you and your covered family members. This way, you all will have a familiar person to talk to whenever you may have a question, concern or health issue needing to be addressed.

## What can a health advocate assist you and your dependents with?

- Health benefits guidance, including: access to programs/services, medical information, claims history/status and plan details such as copays, deductibles and coverage
- Claims questions
- Health care support – understanding a health condition, new diagnosis or medication
- Navigation guidance -- find an in-network doctor, specialist or convenient facility
- Cost estimates for services
- Wellness resources
- Personal holistic care from clinical health care specialists
- Support for behavioral health issues, including: depression, anxiety, substance abuse and more
- Managing a chronic condition or health concern
- Specialized support through a Blue Cross and Blue Shield of Texas clinician to help navigate complex health care journeys, including: oncology, diabetes and short-term disability

## How do you and/or your dependent reach a health advocate?

- Health Advocates\* available 24 hours/day, seven days/week with the exception of BCBSTX observed holidays (New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Day After, Christmas Day)
  - Phone: 866-882-2034
  - Chat online by logging onto Blue Access for Members (BAM) – [www.bcbstx/ut](http://www.bcbstx/ut)
  - Text BCBSTXAPP\*\* to 33633 to download the App or go to the Apple App Store<sup>SM</sup> or Google Play<sup>TM</sup> Store

\* 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.

\*\*Message and data rates may apply. Terms and conditions and privacy policy are available at [bcbstx.com/mobile/text-messaging](http://bcbstx.com/mobile/text-messaging).



**BlueCross BlueShield  
of Texas**

**UT SELECT**

*“A familiar person to talk to whenever you may have a question, concern or health issue needing to be addressed.”*



**UT SELECT**



### **Who serves on the multi-disciplinary, integrated team supporting the health advocate?**

- Registered nurse (RN)
- Behavioral Health specialist
- Pharmacist
- Holistic Health Advisor
- Social workers to assist you and your covered dependents in reducing barriers such as transportation to care, housing concerns of food insecurity, etc.
- Medical doctor

### **Why would a health advocate reach out directly to you or your dependent (s)?**

Any number of reasons:

- Welcome – you and your dependent (s) are new to the plan
- Health event/Chronic condition
- New diagnosis
- Finding care
- Virtual visits – guidance on when using MDLIVE Virtual Visits services are a good option
- Connectivity with other programs/services offered through UT SELECT

### **How can you access information about additional benefits provided by external health partners?**

Through a health advocate, you and your dependent (s) can receive additional information and/or be directly connected to any of the following health partners:

- Virtual Visits – MDLIVE
- Chronic Back, Knee, Hip, Neck or Shoulder Pain – Hinge Health
- Diabetes Prevention and Weight Loss – Omada®
- Diabetes Management and Hypertension programs – Livongo®
- Get Ready for Baby – Ovia®