



## Your health. Your call.

Managing your health can feel overwhelming, but you don't have to do it alone. HealthSelect<sup>SM</sup> medical plan participants, including those enrolled in Consumer Directed HealthSelect<sup>SM</sup>, have access to a team of care management clinicians who can provide personalized support, education and resources for you and your covered dependents. Support is available by phone and through secure messaging in an online portal at no additional cost.

The Texas-based clinical team at Blue Cross and Blue Shield of Texas (BCBSTX) includes nurses, social workers and mental health clinicians who take the time to understand your unique needs and challenges.

### Depending on your situation, your care team may help you:

- manage chronic conditions including prediabetes, diabetes, arthritis, high blood pressure and cancer;
- understand a new diagnosis or treatment plan and get referrals to specialists;
- recover from surgery or a hospital stay;
- cope with stress, anxiety, depression or substance use and connect with in-network providers and;
- learn about community resources to help with transportation, housing, food and paying bills.

Your care team can also work with your doctor or therapist to make sure you're getting coordinated care and following your treatment plan.



**Remember, if you get a call from BCBSTX, please answer or call us back.  
We are here to help.**

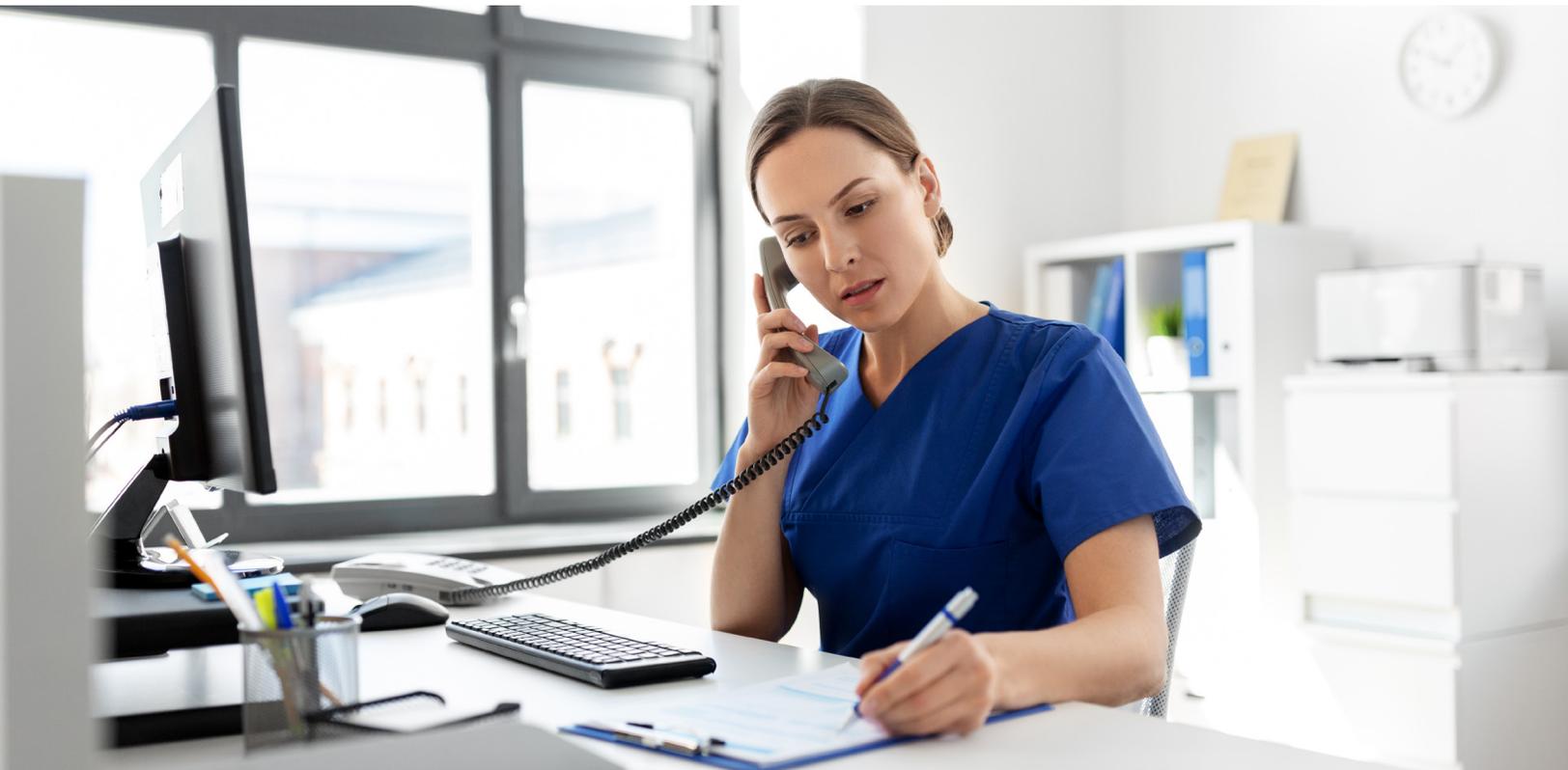
## Connect to Care: digital care at your convenience

If you have a qualifying health condition, you may get an email, text or phone call inviting you to join the digital Connect to Care portal.

The online Connect to Care portal allows you to review educational content about your condition and set personal goals through a self-guided health journey.

If you are working with a care management clinician, the portal provides a way for you to communicate quickly and easily with your care team through secure messaging. You can also schedule check-ins with a clinician through the portal.

**To make the most of this program, be sure to update your communication preferences in Blue Access for Members<sup>SM</sup> and make sure you're signed up to receive text messages and/or emails from BCBSTX.**



### We're here when you need us

If you have questions for a clinician, call BCBSTX toll-free at **(800) 252-8039 (TTY: 711)** Monday – Friday, between 8 a.m. and 6:30 p.m. CT and ask to speak with a clinician.

If you or a covered dependent are experiencing a mental health crisis, call **(800) 252-8039 (TTY: 711)** 24 hours a day, seven days a week.

**healthselectoftexas.com**

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