

Choose Your Primary Care Provider

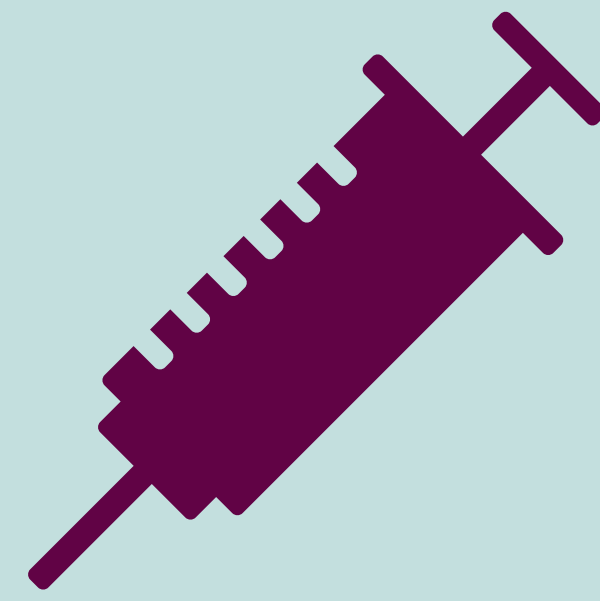
HealthSelect of Texas[®] participants must have a primary care provider (PCP) on file with Blue Cross and Blue Shield of Texas (BCBSTX). You have 60 days from the date your coverage starts to choose a PCP.

Having a PCP helps you get the highest level of benefits and keeps your health care costs down. Your PCP serves as your first point of contact when you need non-emergency medical care, like preventive care. All services must be coordinated through your PCP in order to pay for your care at the in-network level.

Here is how Ravi, a HealthSelect of Texas participant, chose his PCP.

Ravi's PCP Selection Journey:

Ravi enrolled in HealthSelect of Texas and needs to choose a PCP within 60 days. To make his selection, he can call a BCBSTX Personal Health Assistant, but he'd prefer to do it all online.



Preventive services - like annual wellness exams and preventive vaccinations - are covered at

100%

There are more than 18,000 PCPs in the HealthSelectSM network across the State of Texas.

18,000



Ravi logs in to his Blue Access for MembersSM account and goes to the "Doctors & Hospitals" tab. He sees the option to "Change Primary Care Provider" at the top of the page, but before he clicks there to submit his choice, he wants to compare providers. He clicks on the blue "Find a Doctor or Hospital" link to open Provider Finder[®].

Ravi compares four doctors side-by-side. He reviews their ratings, the distance from his home, and whether they accept new patients. He finds one that fits his needs. He also finds PCPs for his kids, who are covered dependents under his plan. He feels good about making the choices now because he knows he can choose a different provider at any time if he wants to.

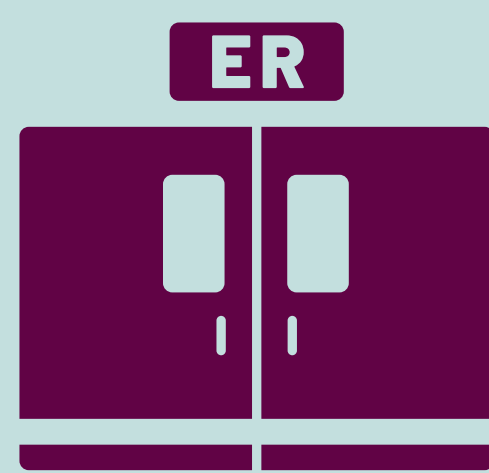
You can change your PCP anytime in Blue Access for Members.



Visits to your PCP are less expensive than visits to urgent care centers or the emergency room.



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Ravi goes back to his Blue Access for Members account and clicks on "Change Primary Care Provider." He follows the prompts to confirm his address for his new medical ID card, then enters the provider's information to let BCBSTX know his selection. He also enters the information for his kids. Now that Ravi and his kids have a PCP on file with BCBSTX, he decides to schedule annual preventive check-ups for all of them.

Learn more about the benefits of having a PCP.

To choose or change a PCP:

1. Log in to Blue Access for Members by clicking on "Log In" in the upper right corner at www.healthselectoftexas.com.
2. Click on the "Doctors & Hospitals" tab and then the "Change Primary Care Physician" link.
3. From the dropdown, choose "Other" as your reason for the change, then verify the address where you want your medical ID card mailed and click "Next."
4. Search for a provider by name or leave Provider Name blank and enter your search criteria and click "Search."
5. Choose your PCP from the search results and click "Apply." Review your selected PCP and "Submit."

If you need help with finding or choosing a PCP, call a BCBSTX Personal Health Assistant toll-free at (800) 252-8039 (TTY: 711), Monday–Friday 7 a.m. – 7 p.m. and Saturday 7 a.m. – 3 p.m. CT.