

TIP OF THE MONTH: BAM...here it is!!!

Page 25 of your Benefits Resource Guide.

BAM (Blue Access for Members)

Gives You...Your Benefits...Your Way:

- Get your **Digital Member ID Card**
- **Find in-network** doctors, hospitals and other health care providers
- Check claims or print your **Explanation of Benefits**
- Get prior **authorization status and details**
- Sign up for **text or email updates**
- Use your **Wellness tools**

The App is FREE

- The BCBSTX App is available for iPhone and Android users.
- Text **BCBSTXAPP to 336333** to download it from the App Store or Google Play.

VIRTUAL VISITS/COST EFFECTIVE 24/7 CARE

With virtual visits from **MDLIVE**, the doctor is always in. This BlueCross BlueShield of Texas benefit gives you access to 24/7 non-emergency care from a board-certified doctor or therapist by phone, online video or mobile app from almost anywhere.

Activate Your Virtual Visits Account Today:

Call 1-888-676-4204

Goto MDLIVE.com/bcbstx

Text BCBSTX to 635483

Healthy Byte Newsletter

This monthly newsletter has so much to offer!

Contests, small webinars, latest news from your Employee Assistance Program (EAP), motivation for your health journey, and so much more! Every month it offers different topics and healthy tips to help improve your well-being.

SIGN UP FREE county.org/HCMonthly



Special Announcement(s)

Juneteenth (19th) Holiday -

Courthouse Offices CLOSED

Open Enrollment is approaching in August!

Date to be announced next month.

Contact

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Don't forget the back of this page ☺



BlueCross BlueShield of Texas

Confused About Where to Go for Care?

SmartER CareSM options may save you money.

If you aren't having an emergency, deciding where to go for medical care may save you time and money.

You have choices for where you get non-emergency care — what we call SmartER Care. Use the chart below to help you figure out when to use each type of care.

When you use in-network providers for your family's health care, you usually pay less for care. Search for in-network providers in your area at <https://mybenefits.county.org>. Select **Get Connected** and click on the **Blue Cross and Blue Shield** link. Use the information on your member ID card to complete the process. You may also call the Customer Service number on the back of your member ID card.



Virtual Visits

- Available 24 hours a day, seven days a week
- Access to care for non-emergency medical issues whether you're at home or traveling
- Based on your location, have a doctor or behavioral health professional visit by phone at **888-680-8646**, online at **MDLIVE.com/hcbstx** or with the MDLIVE[®] mobile app¹
- Average wait time is less than 20 minutes
- Powered by MDLIVE

\$



Doctor's Office

- Office hours vary
- Generally the best place to go for non-emergency care
- Doctor-to-patient relationship established and therefore able to treat based on knowledge of medical history
- Average wait time is 18 minutes²

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Retail Health Clinic

- Based upon retail store hours
- Usually lower out-of-pocket cost to you than urgent care
- Often located in stores and pharmacies to provide convenient, low-cost treatment for minor medical problems

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Urgent Care Center

- Generally includes evenings, weekends and holidays
- Often used when your doctor's office is closed, and you don't consider it an emergency
- Average wait time is 16-24 minutes³
- Many have online and/or telephone check-in

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Hospital ER

- Open 24 hours, seven days a week
- Average wait time is 4 hours, 7 minutes⁴
- If you receive care from an out-of-network provider, you may have to pay more. Providers outside the network may "balance bill" you, which means they may charge you more than your health plan's fee schedule.
- Multiple bills for services such as doctors and facility

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Freestanding ER

- Open 24 hours, seven days a week
- Could be transferred to a hospital-based ER depending on medical situation
- Services do not include trauma care
- Often freestanding ERs are out-of-network. If you receive care from an out-of-network provider, you may have to pay more. Providers outside the network may "balance bill" you, which means they may charge you more than your health plan's fee schedule.
- All freestanding ERs charge a facility fee that urgent care centers do not. You may receive other bills for each doctor you see.⁵

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If you need emergency care, call 911 or seek help from any doctor or hospital immediately.