HEALTH ADVOCACY SOLUTIONS
You Don’t Need To Be A Rockstar To Have A Personal Assistant
October 2019
You don’t need to be a rock star to have a personal assistant.
Health Advocate Services
• How to Contact Us
• How We Can Help
• Reasons We May Reach Out

Member Wellness Programs
• Virtual Visits – MDLIVE®
• Chronic Back, Hip and Knee Pain – Hinge Health
• Diabetes Prevention and Weight Loss – Omada®
• Diabetes Management – Livongo®

Pharmacy Through Express Scripts
• 90 Day Maintenance Prescription Benefit
• Diabetic Supplies
• Pharmacy Mobile App
HEALTH ADVOCATE SERVICES
Same Number, New Experience

You don’t have to do it all on your own. We’re here for you. Call or chat with your health advocate¹ today.

Personal concierge assistance with health care matters
• Benefits guidance
• Claims questions or appeals support
• Understand your options on where to go for care
• Find an in-network doctor, specialist or facility that’s convenient for you and get cost estimates for services
• Schedule appointments with your doctor or for a procedure
• Understand costs for your health care services

Personal holistic support from clinical health care experts²
Talk to your BCBSTX clinical health advocate about your health questions
• Better understanding of a health condition, diagnosis or medication
• Sort out a new diagnosis and what to do next
• Get support managing a chronic condition or health concern for you, your family, or someone you are caring for
• Connect with a behavioral health specialist or a social worker
• Specialized expertise to help you navigate complex health care journeys (like oncology, diabetes and short-term disability)

If we’re calling you, it’s because we think we can help!
Here are a few reasons why we might be reaching out to you:
• Welcome call: You’re new to this plan, joining after the plan year has already started
• Health Event/Chronic Condition: You or your family recently had a lot of health-related activity to deal with
• New Diagnosis: You’ve had a new diagnosis and you might benefit from support
• Finding Care: You might benefit from help to find the right doctor or care facility for your needs
• Virtual Visits: Guidance on when using MDLIVE virtual visit services is a good option

¹For 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 doctor or health care professional about any health questions or concerns.
²Already engaged with a clinical health advocate? Look for the click-to-schedule web banner on Blue Access for Members to conveniently schedule appointments for follow-up discussions with your clinical health advocate.
³Message and data rates may apply. Terms and conditions and privacy policy are available at bcbstx.com/mobile/text-messaging.
Personal Health Care Support & Guidance

You and your family have access to clinical health advocates at no added cost to you. Their goal is to support your health and wellness, ensuring you are receiving appropriate care and answering any questions you might have along the way.

- **Guidance** – They understand the health care system and will help you make the most of your benefits.
- **Support** – They keep you and your health care team talking and connected – knowing what questions to ask, where to find the answers, and how the pieces fit together.
- **Knowledge** – You’ll be able to ask any questions about your health issues, medical bills and statements, medications and more. Plus, get educational information and tips about your condition and treatment.

To make it easy on you, health advocates collaborate and use their expertise to best support all of your health care needs including:

- **Medical and behavioral health support**, from unexpected health events to chronic conditions, health advocates take a holistic approach to provide you with the right support at the right time.

- **Specialty navigation support** provided by health advocates with deep expertise for more complex health care journeys like oncology, diabetes, gender affirmation.

- **Short-term disability** can be confusing. Your health advocates will help you understand your benefits, inform you about ways we can support you on your path to recovery, as well as work directly with Dearborn National®, your short-term disability insurance company, to coordinate support and help you get back to work faster.

- **Prescription support.** We consult with the BCBSTX pharmacist on your health advocate team to answer questions about your medications (like side effects you might be experiencing).
  - Your prescription drug plan benefit is managed by Express Scripts® and we easily help you connect with them to answer any questions you have about your prescription plan. Members may also contact them directly at: 800-818-0155 or www.express-scripts.com/ut.

**Why it matters?**

You are more than a claim or a condition – we take a personal, holistic approach to providing you with the right support at the right time. Whatever your health journey – our goal is help make it easier for you and your family to get and stay healthy.
WHEN MEMBERS NEED CARE SUPPORT
Empowered with Real-Time Emotional Intelligence, Advocates Have More Empathy and Deliver Better Support

Connecting to **THE RIGHT PERSON** makes all the difference

- Live call view launches when a call starts
- Real-time display of call and alerts
- Summary engagement scores and performance guidance
When It’s Important for You to Connect with Us Before Care

With your health plan, you are required to shop and compare costs before you get an MRI or CT Scan. Talking to a health advocate\(^1\) or searching online before you get these services may help you control out-of-pocket and unnecessary costs.

Why? You Have A Choice – Shop for Services

For many health care services, the purchasing power and decision on where to get service is in your hands – not with your physician, employer, or BCBSTX. We want you to have the information you need to make smart financial decisions.

How? Call or Shop Online – It’s Easy

- Call 866-882-2034 to talk with a health advocate Monday – Friday, 7AM - 7PM CT. A health advocate will help you find options where you can have the MRI or CT Scan performed and compare costs so you’re making an informed decision. You don’t have to choose one of those options, it’s up to you to decide.

- Log in Online at Blue Access for Members (www.bcbstx.com/ut). Go to Doctors & Hospital Tab > click on Find a Doctor or Hospital. Now search for your procedure (MRI or CT scan) in your location. The results will show different service options as well as provide your estimated cost where available.

You Decide

You don’t have to choose one of the locations recommended, but you do need to make the call or shop online before getting the service. When you do, your $100 copay for the procedure will be waived. If you don’t, you’ll have to pay this copay.

Please see your benefits booklet for full details or call a health advocate for guidance.

What’s Next? That Depends on You!

If you’ve called a health advocate or shopped online as advised – your $100 copay for the procedure will be waived! It doesn’t matter what your final decision is about where to get the service or the estimated cost. The fact that you compared costs and shopped for your service via these methods means you’ve met the requirement to waive your copay.

If you did not call a health advocate or shop online as advised, you will have to pay the $100 copay for the procedure. Confused or unsure? It’s always good to talk to a health advocate. We’ll help you figure it out.

\(^1\)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 doctor or health care professional about any health questions or concerns.
A One-Stop Member Experience

You don’t have to do it all on your own. We’re here for you. Call or chat with your health advocate\(^1\) today.

**OVERVIEW**

Now you have one less thing to worry about – you have a health advocate!

Think of your health advocate as your all-around benefits expert and personal health care resource. If you have a benefits or health care question, our health advocates can help get you answers.

If we’re calling you, it’s because we think we can help!

Here are a few reasons why we might be reaching out to you:

- **Welcome call:** You’re new to this plan, joining after the plan year has already started
- **Health Event/Chronic Condition:** You or your family recently had a lot of health-related activity to deal with
- **New Diagnosis:** You’ve had a new diagnosis and you might benefit from support
- **Finding Care:** You might benefit from help to find the right doctor or care facility for your needs
- **Virtual Visits:** Guidance on when using MDLIVE virtual visit services is a good option

**FEATURES**

Personal concierge assistance with health care matters

- Benefits guidance, claims questions or appeals support
- Understand your options on where to go for care, and costs for your services
- Find an in-network doctor, specialist or facility that’s convenient for you and get cost estimates for services
- Schedule appointments with your doctor or for a procedure

Personal holistic support from clinical health care experts\(^2\)

- Better understanding of a health condition, diagnosis or medication
- Learn where and how to get support for behavioral health issues such as: depression, anxiety, substance use, autism, and more
- Sort out a new diagnosis and what to do next
- Get support managing a chronic condition or health concern for you, your family, or someone you are caring for
- Connect with a behavioral health specialist or a social worker
- Specialized expertise to help you navigate complex health care journeys (like oncology, diabetes and short-term disability)

**CONNECTING WITH AN ADVOCATE**

Talk with a health advocate before you get care!

**Call:** 866-882-2034

Call to talk with a health advocate Monday – Friday, 7AM – 7PM CT. Got a health question after hours? You can call and speak to a nurse 24/7.

Chat Online with a health advocate – log in at Blue Access for Members\(^3\)

[www.bcbstx.com/ut](http://www.bcbstx.com/ut)

Chat Anywhere – Get the app!

Text \(^3\) BCBSTXAPP to 33633 to download our App, or go to the App Store\(^3\) or Google Play\(^3\).

**FOR MORE INFORMATION**

Call a health advocate: 866-882-2034

Chat with a health advocate via BCBSTX app or online at Blue Access for Members: [www.bcbstx.com/ut](http://www.bcbstx.com/ut)

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\(^1\)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 doctor or health care professional about any health questions or concerns.

\(^2\)Already engaged with a clinical health advocate? Look for the click-to-schedule web banner on Blue Access for Members to conveniently schedule appointments for follow-up discussions with your clinical health advocate.

\(^3\)Message and data rates may apply. Terms and conditions and privacy policy are available at bcbstx.com/mobile/text-messaging.
Integrated Collaboration Creates an Easy, One-Stop Experience Direct at the Source

PERSONAL SUPPORT FROM THE
RIGHT EXPERT
WHEN MEMBERS NEED HELP

PHONE

APP

CHAT
(IN-APP AND ONLINE)

ONLINE

MEMBER / FAMILY

HEALTH ADVOCATE TEAM

Wellness Resources

Benefits Guidance

Find a Doctor

Care Support

Cost Estimates

Wellness Resources

Holistic Health Specialist (RN)

Behavioral Health Specialist

Pharmacist

Utilization Management Specialist (RN)

Customer Advocate Specialist

Social Worker

Medical Director

PROVIDERS
Virtual Visits: Speak With A Doctor Anytime, Anywhere

MDLIVE®

Care when and where you need it just got easier! You can schedule a virtual visit through MDLIVE for non-emergency medical issues and behavioral health needs, 24 hours a day, seven days a week.

OVERVIEW

Virtual Visits, powered by MDLIVE:
You don’t need to leave your home to see an independently contracted, board-certified doctor. Now you can have a virtual visit using a phone, mobile app or online video anytime, anywhere.¹

MDLIVE doctors’ specialties include primary care, pediatrics, emergency medicine and family medicine and have an average of 15 years of experience.

- Licensed in the state where you are located at the time of your visit
- Available 24 hours a day, seven days a week, 365 days a year
- Spanish speaking, available upon request and a filter option on MDLIVE’s provider finder

FEATURES

MDLIVE doctors treat a wide variety of non-emergency medical conditions: allergies, asthma, cold/flu, pink eye, ear infections, sore throat, fever, headache, nausea, rash, sinus infection, and more. Plus, they may even write and send prescriptions to a nearby pharmacy (when appropriate).

Behavioral Health: Speak with a licensed counselor, therapist or psychiatrist for support, available by appointment and video only, for issues such as: anxiety, stress, depression, trauma and loss, relationship problems, and more.

Conditions they are not able to treat: emergency situations (bleeding, heart attack, stroke, etc.), urinary tract infection in females under 18 or males, sexually transmitted diseases, children with fever (under 3) or ear pain (under 12)

HOW IT WORKS

Register Before You Need Care!

How to activate your account:
You will need your BCBSTX member ID number to register.
- Website: mldive.com/bcbstx
- Mobile App: Download the MDLIVE app from the App Store or Google Play Store
- Text: Text BCBSTX to 635483 > tap the link to connect to Sophie your virtual assistant who will help you register
- Phone: 888-680-8646 and speak with a specialist

Availability: 24 / 7 / 365 days a year
You can speak to an MDLIVE doctor immediately or schedule an appointment based on your availability. Licensed counselors, therapists, or psychiatrists are available by appointment.

Your Costs: There’s no fee to register, but you may be subject to a copay or fee for visits², according to your benefit plan. Refer to your benefit booklet for availability and cost information or call a health advocate at 866-882-2034 or chat via BCBSTX app or online at Blue Access for Members: www.bcbstx.com/ut. MDLIVE accepts most major credit, debit, HSA and FSA cards.

FOR MORE INFORMATION

Call a health advocate: 866-882-2034
Chat with a health advocate via BCBSTX app or online at Blue Access for Members: www.bcbstx.com/ut
Program: www.mldive.com/bcbstx

Why it matters?

Bring the doc to you when you need it and take back your time! Plus, it can be a more affordable alternative than going to the ER or Urgent Care Center.

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¹Internet/Wi-Fi connection is needed for computer access. Data charges may apply. Check your phone carrier’s plan for details. For full program information visit www.MDLIVE.com/bcbstx.

²Members on a high deductible plan are responsible for the full cost of their visit until they meet their deductible. Typical medical visits are $44/visit and behavioral health visits $80-$175/visit depending on the visit. Non high-deductible plan members would likely have a copay for medical and behavioral health visits. Refer to your benefit booklet for availability and cost information or call a health advocate for guidance.
Chronic Back, Hip and Knee Pain

HINGE HEALTH PROGRAM

Conquer pain without surgery or drugs. Best-practice care conveniently delivered digitally.

OVERVIEW

This is a 12-week, coach-led digital musculoskeletal (MSK) program based on proven nonsurgical care guidelines. It is delivered remotely using mobile and wearable technology and is focused on 3 core pillars:

• **Exercise Therapy** – Wearable sensors and tablet provided for real-time movements feedback.

• **Behavioral Health** – Cognitive behavioral therapy and unlimited 1:1 coaching.

• **Education** – Personalized and interactive education curriculum.

FEATUERS

$0 Out-of-pocket cost to member*

12-week program includes:

• Welcome Kit includes: tablet pre-installed with Hinge Health app, 2 wearable motion sensors, charging units, carrying case, getting started tutorial

• Unlimited, personalized exercise therapy sessions

• Unlimited 1:1 access to personal health coach via email, text and phone (typically engaging 3-5 times/week, min. of 2/week)

• Personalized educational content weekly

• Cognitive Behavioral Therapy modules in addition to peer support and discussion boards

Typically, a doctor’s prescription is not needed, but the member will go through a clinical screening to determine eligibility for the program.

Wi-Fi is not required to complete the exercise therapy sessions, but occasional Wi-Fi is required to send participant activity to the coach.

HOW IT WORKS

**How to sign-up:** Visit hingehealth.com/UTS or contact a health advocate 866-882-2034 for information.

**Who is eligible:** When you sign-up, you’ll complete a screening questionnaire. This program addresses chronic not acute pain. Common reasons someone is not eligible for the program include: pain duration < 6 weeks, recent injury or surgery. If you’re eligible, you’ll be notified after you complete the screening online.

**Getting started:** After enrollment, the Welcome Kit usually arrives within a week. Next, connect with your coach to design your program and begin.

**What to expect:** Spend just 15 minutes in the Hinge Health app, 3 times a week. Log into the app, complete a short exercise therapy session. The wearable sensors track your movement and guide you through the exercises. (Results will vary by individual.)

**After the program:** You keep the app, tablet and sensors, plus have full access to your educational resources and exercises. The 1:1 coaching ends unless you sign-up for the month-to-month maintenance program.

**Why it matters?**

It is the first digital health company to demonstrate that a mobile-first, at-home exercise therapy and behavioral coaching solution reduces chronic low back pain by 62%, reduces disability by 55%, improves daily life impact by 64%, and significantly reduces surgery interest.¹

**FOR MORE INFORMATION**

Call a health advocate: 866-882-2034
Chat with a health advocate via BCBSTX app or online at Blue Access for Members: www.bcbstx.com/ut
Program: hingehealth.com/UTS

¹According to the clinical trial intervention, published January 2019 in Nature Journal Digital Medicine, participants that completed the digital care program had an average engagement each week of 90% and averaged 45.6 exercise therapy sessions.

*Payments for participation in the program are submitted through claims and are paid by the member’s employer.
Diabetes Prevention and Weight Loss

OMADA® PROGRAM
Omada helps people live happier, healthier lives – one habit at a time.

OVERVIEW
This program is designed to help individuals lose weight, which has been shown to help reduce behavioral risk factors for developing type 2 diabetes. The program is based on clinically-proven science and focuses on guiding you toward reaching your goals through nutrition and behavioral changes.

Omada brings together the individualized attention of professional health coaches with a researched curriculum and manageable but powerful goals.
- It helps connects the dots between knowing how to get healthy and actually doing it.
- You get the support and tools you need, including an interactive program, wireless scale, health coach, and more.

It is completely free to you. We can do this because your employer health plan pays for the program on your behalf. Shipping is included too. As a member, you are not billed anything for joining and using Omada.

FEATURES
$0 Out-of-pocket cost to member*

The core 16-week program focuses on weight loss through nutrition, physical activity, and behavioral change and is organized into four phases:
- Changing Food Habits
- Increasing Activity Levels
- Preparing for Challenges
- Reinforcing Healthy Choices

Program Welcome Kit and resources include: mobile app and wireless smart scale automatically linked to your account, weekly online lessons, and a professional health coach.

When you graduate from the 16-week core program, you can stay connected to your group and continue building a healthier lifestyle during Sustain, the long-term extension of the program. Sustain keeps you connected to all tools and resources along with shorter weekly lessons and a larger community of Omada alumni.

HOW IT WORKS

How to sign-up: Visit omadahealth.com/UTS to take the 1-minute risk screener. You are eligible to apply if the screener results indicate a risk – then complete the online application.

Who is eligible: Employees and covered family members who want to lose weight, including those who have been diagnosed with prediabetes and those who are at high risk for type 2 diabetes. After your application is approved, you will be invited to set up an account.

What to expect: Within 1 week of completing account setup, you receive your Welcome Kit. You are also matched with a small group of participants who go through the program together. Groups kick-off Sunday with an intro message from the coach and access to the first lesson. Weeks 1-16 are Stage 1 - the fundamentals of making smarter food choices. Weeks 17+ are Stage 2 - unique challenge areas, ongoing coaching and peer group support to build healthy habits.

How to cancel: If you’d like to cancel after 2 weeks, Omada can close your account and stop future charges. Just send an email at support@omadahealth.com and they will process your cancellation.

Why it matters?
Clinically proven to help reduce the risk of type 2 diabetes\(^1\) and help participants lose average of 4% body weight – they keep off!\(^2\)

FOR MORE INFORMATION
Call a health advocate: 866-882-2034
Chat with a health advocate via BCBSTX app or online at Blue Access for Members: www.bcbsx.com/ut
Program: omadahealth.com/UTS

\(^1\)Su W, Chen F, Dall TM, Iacobucci W, Perreault L. Return on Investment for Digital Behavioral Counseling in Patients With Prediabetes and Cardiovascular Disease. Prev Chronic Dis 2016;13:E13. Study funded by Omada Health; Omada Health had no role in the study/model design and data analysis. Risk reduction calculations based on Omada Health’s participant population as of the study publication date (October 2016). Actual results may vary based on age, gender and other individual and demographic factors.

\(^2\)Weight loss results reflect participants who enrolled in the Omada Program between January 2016 - March 2018 and completed at least 9 of 16 lessons in the first 16 weeks of the Omada program.

Omada is an independent company that provides Obesity-related Chronic Disease Prevention Solutions for Blue Cross and Blue Shield of Texas. Omada is solely responsible for the products and services that it provides.
Diabetes Management

LIVONGO® PROGRAM
A simplified new approach to diabetes management. It’s all in the meter and covered by your health plan.

OVERVIEW

Get Unlimited Support, Strips, and Lancets with Livongo for Diabetes.
This is a health benefit that helps make managing your diabetes easier.

This diabetes management program is offered to you and your family members with diabetes – at no cost to you.

When you join, you will receive an advanced meter, unlimited strips and lancets, as well as 24/7 support from Certified Diabetes Educators.

It is completely free to you. We can do this because your employer health plan pays for the program on your behalf. Shipping is included too. As a member, you are not billed anything for joining and using Livongo.

FEATURES

$0 Out-of-pock cost to member*
This diabetes management program includes:

An Advanced Glucose Meter ($200 value)
- Super easy to use – it automatically uploads readings to your private account and gives instant insights. Getting started is easy, just insert a strip into the meter, do your first check, and you’re off.

Instant Feedback – Understanding Your Readings
- After each check, you receive a personalized tip. You can also view trends of past readings at anytime on the meter or in your private account.

Stress Less About Supplies – Unlimited Strips/Lancets, With No Copays or Out-of-Pocket Fees
- When you need more strips or lancets, you simply tap the meter and reorder. In a few days, supplies appear at your doorstep. It’s that simple.

Expert Advice From Certified Diabetes Educators
- Livongo member support is available 24 hours a day at 800-945-4355 – call to schedule an appointment with a Certified Diabetes Educator. (Scheduled coaching is available Monday - Friday from 7 AM – 7 PM CT.)

HOW IT WORKS

How to sign-up: Visit go.livongo.com or call Livongo at 800-945-4355.

Who is eligible: A diagnosis of type 1 or type 2 diabetes is required. After you sign-up, Livongo will confirm your eligibility and you will receive an email confirming your enrollment.

What to expect: After you enroll, you should receive your Welcome Kit within 1 week which includes the Livongo meter and all the supplies you need to get started. Plus, access to the Livongo member website, my.livongo.com, where you can personalize the program and access your readings.

Reordering supplies: 1) on the member website at my.livongo.com, 2) on your Livongo meter, 3) on the Livongo mobile app, or 4) by calling Livongo member support at 800-945-4355.

How to cancel: You may cancel at anytime for any reason. Just call Livongo at 800-945-4355 or email: help@livongo.com.

Why it matters?
It’s good for your health and wallet! Helps reduce A1c, hypoglycemia and cholesterol. Plus, Livongo members increase prescription use, better managing their diabetes and increasing savings (by reducing related medical costs and non-emergent ER visits).
WE’RE HERE FOR YOU

Call 866-882-2034 to talk with a health advocate Monday – Friday, 7AM-7PM CT

Got a health question after hours? You can call and speak to a nurse 24/7

Chat Online with a health advocate – log in at Blue Access for Members SM (www.bcbstx.com/ut)

Chat Anywhere – Get the App!

Text BCBSTXAPP to 33633 to download our App, or go to the App StoreSM or Google PlaySM.

*Message and data rates may apply. Terms and conditions and privacy policy are available at bcbstx.com/mobile/text-messaging.
PHARMACY THROUGH EXPRESS SCRIPTS

Disclaimer: Express Scripts is the PBM for UT SELECT pharmacy program and is not a part of BCBSTX’s Health Advocacy Solutions
90-Day Maintenance Prescription Benefit

**Express Scripts®**

Disclaimer: Express Scripts is the PBM for UT SELECT pharmacy program and is not a part of BCBSTX’s Health Advocacy Solutions

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| Members can now receive up to a 90-day supply of maintenance medications at both participating retail pharmacies (new 9/1) and home delivery for the same copayment. Savings and convenience! | • **Choice**: Members have access to 90-day maintenance medications through participating retail locations AND home delivery service from the Express Scripts Pharmacy.

• **Adherence**: 90-day supplies for maintenance medication therapies lead to higher adherence.

• **Savings**: Members will have savings filling 90 days through participating pharmacy vs 3X 30-day fills.

• **Care**: Increased clinical outcomes through greater use of the Express Scripts Pharmacy and the 90-day retail benefits. | Members can choose to receive a 90-day supply and beginning saving. To receive a 90-day supply:

1. They can log in or register at express-scripts.com/3month to find a participating pharmacy.

2. If they would like their prescriptions conveniently delivered to them, have them call 1-800-818-0155 and Express Scripts will contact their doctor to get a new prescription.

Additionally, members can continue to fill their 30-day supplies at their current pharmacy without penalty.

FOR MORE INFORMATION

Call Express Scripts Customer Service: 80-0818-0155
OR member can also call a BCBSTX health advocate and choose the pharmacy prompt: 86-6882-2034

Register online with Express Scripts app or online at ESI for Members: https://www.expres-scripts.com

**Why it matters?**

Providing a 90-day supply of maintenance medications to members being treated for chronic conditions, increases member adherence which leads to better health outcomes. By expanding the 90-day benefit to include Walgreens, members now have a retail option in addition to home delivery that can help them save money.
## Diabetic Supplies $0 Copay Program

**Express Scripts®**

*Disclaimer: Express Scripts is the PBM for UT SELECT pharmacy program and is not a part of BCBSTX’s Health Advocacy Solutions*

### OVERVIEW

UT SELECT covers prescriptions for diabetic supplies at $0 copay under the pharmacy benefit.

### FEATURES

Lowers member cost share associated with managing diabetes for all UT diabetic patients.

### HOW IT WORKS

UT SELECT members filling prescriptions for diabetic test strips, lancets, insulin syringes, needles, alcohol swabs will pay $0 copay. No action is required.

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### FOR MORE INFORMATION

Call Express Scripts Customer Service: 800-818-0155  
OR member can also call BCBSTX health advocate and choose the pharmacy prompt: 866-6882-2034  
Register online with Express Scripts app or online at ESI for Members: [https://www.express-scripts.com](https://www.express-scripts.com)

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### Why it matters?

Lowers the overall member out-of-pocket cost for managing diabetes for members.
Pharmacy Mobile App through Express Scripts

Express Scripts®

Disclaimer: Express Scripts is the PBM for UT SELECT pharmacy program and is not a part of BCBSTX's Health Advocacy Solutions

OVERVIEW
The Express Scripts mobile application (app) helps members make better decisions for healthier outcomes – anytime, anywhere. The app is available to all commercial and Medicare members.

FEATURES
- Refilling a prescription in just two clicks & Managing automatic refills – start, stop, change a ship date
- Price Medication
- Find a Pharmacy
- Pharmacy Care Alerts – Members can review personalized alerts to help ensure they are following the treatment plan as prescribed by their physician.
- Members can access their virtual member ID card
- Transfer to Home Delivery
- Claims & History - Members can review their past prescription activity and payment details for up to a 24-month period

HOW IT WORKS
Member Download: To download the Express Scripts mobile app, members should search for “Express Scripts” in their mobile device’s app store and download it for free.

First-Time Visitor Download: First-time visitors to express-scripts.com or the Express Scripts mobile app must create an online account by completing a simple one-time registration. Once completed, they are automatically logged in to the member website/app. The next time they visit express-scripts.com or the mobile app they can log in using the username and password they provided during registration.

FOR MORE INFORMATION
Call Express Scripts Customer Service: 800-818-0155
OR members can also call BCBSTX health advocate and choose the pharmacy prompt: 866-8882-2034
Register online with Express Scripts app or online at ESI for Members: https://www.express-scripts.com

Why it matters?
Provides 24/7 access to your benefits, prescription history and plan design information.
Members can also conveniently locate a participating retail pharmacy close to their address or location.