



# WHERE YOU GO FOR CARE MATTERS

## Because Your Health Counts – It's Important to Know Where to Go When You Need Care

Sometimes it's clear where to go when you need care, such as when you're suddenly having severe chest pain or you've broken your leg. At other times, it's not so clear. It's good to learn about your choices. Knowing where to go can make a big difference in cost and time.



### Your Doctor Knows Best

If you already have a family doctor or primary care physician (PCP), it's most often best to call or go to your doctor first. Your doctor knows your health history and can make informed choices about your care. Your doctor can decide if any tests might be needed or if you need to be seen by a specialist. Many doctors offer evening or weekend hours, and most have an after-hours number you can call. The next time you're not sure where to go for that high fever or stomach ache – call your doctor first.



### Retail Clinics – It's More Than Your Local Drug Store

Retail or convenient care clinics, such as the clinics at many CVS and Walgreens pharmacy locations, can be a good choice when you have a minor health problem like a sore throat or ear infection and your doctor's office is closed. Retail clinics offer evening and weekend hours, with some offering 24-hour prescription services. Costs are lower than an urgent care facility or an ER and about the same as an office visit to your doctor. So it's a good choice when you can't get in to see your doctor first, or you're away from home. You also don't need an appointment, and wait times are almost always less than at an ER.



### Urgent Care Clinics – A Good Choice When it's Not a Life-threatening Problem

It's a holiday weekend, your doctor is not available and you have a health problem that can't wait. Urgent care clinics or comprehensive care centers can give you easy access to health care when your sickness or injury is serious, but isn't an immediate threat to your life. They are staffed by doctors who can take X-rays, give IVs, and treat minor and moderately severe trauma. Costs are lower than an ER, but higher than being seen by your doctor or at a retail health clinic. Wait times are often about an hour, and some offer online and phone check-in.



### Sometimes ER is the Only Choice

Call 911 or go to your nearest ER when you have an emergency and it's clear that the health problem is life threatening and you need to get care fast. Some examples that call for emergency care are having severe chest pain or signs of a heart attack or stroke, severe burns, head trauma or an open wound with heavy bleeding.

If you need emergency care, you should go straight to the closest hospital. You don't have to worry about finding an ER that is in your plan's network if it is a life-threatening emergency. Emergency care services you receive will be covered, whether or not the ER is in your plan's network. It's smart to go to an ER only for serious health issues. Your costs will be a lot higher if you go to an ER, and wait times can be about four hours if the health problem is not severe.



## Keep these things in mind when you need care:

- Make sure ahead of time that you'll be covered by your plan's network. Your health plan covers you when you use certain doctors, clinics and hospitals for your care. This is called your plan's provider network. If you see a provider that is not in your plan's network, you could have to pay more – or even all – of the cost of that care.
- If you need care while traveling, call us at the number on the back of your member ID card to find out where to go before getting care, so that your costs are covered. If you need emergency care, go straight to the nearest hospital.
- Carry your ID card with you at all times. It has information doctors, hospitals and pharmacies need to check what your plan covers. You will also be asked to show a picture ID, such as a driver's license.

## Looking for a Network Provider?

Use the BCBSTX Provider Finder® online directory to find providers who best fit your needs. Log in or register for your member account, Blue Access for Members<sup>SM</sup> at [bcbstx.com/member](http://bcbstx.com/member). Click on "Find a Doctor" and pick your plan to find the doctors and hospitals in your plan's network. Or to search for retail clinics or urgent care clinics near your home, click on "Provider Type", and select either "Retail Health Clinics" or "Urgent Care Centers" to find a listing near you.



## Not Sure Where to Start?

You can call our 24/7 Nurseline. Registered nurses are on hand around the clock to answer your health questions or help you decide where to go for care.

**800-581-0393**



# HEALTHY COUNTY ROADMAP

## Access Wellness and Health Benefits Programs and Resources

Healthy County can set you on the path to living a healthier life. For program information, links, directions and additional resources:

- Go to the **Healthy County Web Page** at [www.county.org/healthycounty](http://www.county.org/healthycounty)

To Access your Blue Cross Blue Shield of Texas (BCBSTX) Medical Benefits, Health Assessment (HA), your Sonic Boom Wellness account page, Caremark (Prescription Benefits Provider) and other services:

- Go to your **Benefits & Wellness Portal** at <http://mybenefits.county.org> and enter your user Id (UID) (the nine-digit number on your BCBSTX Benefits card) and password to log on; Click on "Get Connected;" From there you can access all your **BCBSTX Medical Benefits and Services** and the majority of your **Healthy County Wellness Programs.**

## Lifestyle Resources

### Take Your Confidential Health Assessment

Get a personalized guide to your health. Learn about health risks and lifestyle choices that can affect you down the road. Plus, you'll earn Life Points! To access your health assessment, go to:

- <http://mybenefits.county.org> and click "Get Connected," then click the Blue Cross Blue Shield of Texas link;
- Click the "Health Assessment" under "Quick Links."

### Have Fun Getting Healthier with Sonic Boom

Sonic Boom Wellness is a fun way to make healthy into a habit. You can compete in Healthy County's fitness and pedometer challenges every spring using Sonic Boom; enjoy other helpful tools like a nutrition tracker, continue tracking your fitness activity year-round; and challenge your coworkers to customizable health and fitness contests.

- To learn more about this program or start tracking your fitness, go to [www.county.org/sonicboom](http://www.county.org/sonicboom).

### Find Fitness, Nutrition & Weight Loss Challenges and Contests

Healthy County provides an ongoing menu of fun and motivating fitness, nutrition and weight loss related challenges and contests, some with monetary rewards!

- Check the challenges out at [www.county.org/healthycounty](http://www.county.org/healthycounty).

### Get Weight Watchers Reimbursement

Healthy County will help you host a worksite Weight Watchers program, and reimburse more than 75 percent of the cost for covered employees and spouses on the benefits plan. Attendance conditions apply.

- To learn more, go to [www.county.org/weightwatchers](http://www.county.org/weightwatchers)

### Earn and Redeem Life Points Rewards

In addition to Healthy County gift cards and any incentives your county may offer, you are eligible to receive Life Points Rewards from BCBSTX/Well onTarget. With the Life Points program, you can earn points by regularly participating in healthy activities. You can then redeem your hard earned points for clothing, books, health and personal care, jewelry, electronics, music, sporting goods and more. Log in today at:

- <http://mybenefits.county.org> ;
- Select "Get Connected";
- Select the "BCBSTX" link;
- Select the "Well onTarget" link; and
- Select the "Life Points" link then agree to terms.

### Enroll in Lifestyle Coaching

From stress management to weight-loss, nutrition, fitness, and a host of other lifestyle areas, a Blue Care Connections Lifestyle Coach can help answer your questions and guide you on your journey to better health.

- To access lifestyle coaching call (866) 412-8795, say "Lifestyle Management" at the verbal prompt, enter your BCBSTX ID#, then say "Other" at the verbal prompt.



Together.  
Better.  
Stronger.

TEXAS ASSOCIATION of COUNTIES  
HEALTH AND EMPLOYEE BENEFITS POOL

## Health Management Resources

### Blue Access for Members

From your BCBSTX link at <http://mybenefits.county.org> you can review your health and dental elections, find doctors, review claims, request a new or replacement member ID card and access time and money saving tools.

### Save Time and Money with a Benefits Value Advisor

You can call to speak with a real person who will help you confidentially comparison shop for the best price for specific procedures in a given radius, find in-network providers, get a given radius, find in-network providers, get a certification, learn more about your plan or your recommended procedure. They can even set up your appointment for you. Call the Customer Service number on the back of your BCBSTX health benefits card: 1-800-521-2227.

### Call the 24/7 Nurseline

Call to speak with an experienced registered nurse who can help with your health care concerns and your family members' concerns, too. Calls are FREE and confidential. Call the Nurseline at (800) 581-0368 and follow the verbal prompts.

### Enroll in Condition Management (Blue Care Connections)

Learn how to better manage your condition with the help of a confidential health coach. Conditions include cancer, congestive heart failure, coronary artery disease, chronic obstructive pulmonary disease, asthma, diabetes, metabolic syndrome, high blood pressure and back pain. To get started:

- Call (866) 412-8795;
- When prompted say "Blue Care Connections"; and
- Enter your BCBSTX ID#.

### Get 50% Off Prescriptions with Medicine Match

Receive 50 percent off your prescription copays for medications needed for specific conditions when enrolled in condition management for: asthma, diabetes, cholesterol and high blood pressure.

- Call (866) 412-8795;
- When prompted say "Blue Care Connections"; and
- Enter your BCBSTX ID number, ask about Medicine Match

### Make Quitting Tobacco Easier

This voluntary program provides personal coaching, an optional 12 week online program, and cessation medications at only a \$30 copay.

- Call (866) 412-8795, enter BCBSTX ID# then select option 1 for Lifestyle Management when prompted;

To access the 12 week online program, go to: <http://mybenefits.county.org>, click "Get Connected", then click "BCBSTX";

- Click "Well onTarget" link and click "Quitting Tobacco" link under "onmytime courses";

Questions about which medications are covered under the \$30 copay should be directed to CVS Caremark at (800) 552-8159.

### Enroll in Special Beginnings Maternity Management Program

There's confidential support available for moms-to-be from obstetric nurses who provide prenatal risk assessment and coordinate with your provider during every stage of pregnancy.

- Call (888) 421-7781 option 3

## SUBSCRIBE TO OUR NEW HEALTHY COUNTY EMAIL

# HEALTHY BYTE

We've got something brand new at Healthy County. It's a monthly email that will inspire you with ideas for incorporating wellness into your daily lives, plus give you exclusive access to Healthy County news and upcoming program announcements. The email is free, you just have to sign up at [www.county.org/HCMonthly](http://www.county.org/HCMonthly) to get it.



# Medicine Match

Get 50 Percent Off Prescriptions!

**H**ealthy County, the Texas Association of Counties Health and Employee Benefits Pool's (TAC HEBP) wellness program, encourages covered members to take advantage of Medicine Match by enrolling in a condition management program. Medicine Match is designed to make treating asthma, diabetes, cholesterol and high blood pressure more affordable.

When enrolled in a condition management program for these conditions, members and covered spouses automatically receive a 50 percent reduction in co-pays for the medications filled through the pharmacy or by mail order that treat these conditions.

## **Condition management participants get:**

- 50 percent reduction in co-pays for covered medications and supplies that treat asthma, diabetes, high blood pressure, and high cholesterol;
- Deductibles waived on applicable prescription plans;
- Information and tools to control symptoms; and
- A personal advisor to walk through each step and help participants learn to live better with a chronic condition.

## **How to enroll in a condition management program:**

- TAC HEBP members and covered spouses can sign up for a condition management program in three easy steps:
1. Call (866) 412-8795;
  2. Select Condition Management option; and
  3. Enter your BCBS ID number to enroll.

Together:  
Better:  
Stronger.



Texas Association of Counties  
Health and Employee Benefits Pool

For more information, visit  
our website  
www.county.org/  
healthycounty

