



# Save Time, Money & Get Answers

## By calling a *Benefits Value Advisor*

Texas Association of Counties HEBP, through Blue Cross and Blue Shield of Texas (BCBSTX), provides resources to help you chart the best course for your health care. Now you can speak to a Benefits Value Advisor<sup>1</sup> who can help you get critical benefits information, find in-network providers and provide cost comparison estimates<sup>2</sup> for services and procedures in your area such as:

- CAT, CT or MRI scans
- Endoscopy procedures
- Colonoscopy procedures
- Knee or Shoulder surgery
- Hip or joint replacement surgery
- Back or spinal surgery

Benefits Value Advisors can also help you save time, money and help optimize your health care by:

- Helping you better understand your benefits
- Giving you a cost estimate<sup>2</sup> for health care services or procedures
- Scheduling a doctor or procedure appointment
- Helping you get general health information about your condition
- Helping you with pre-approval for your procedure
- Telling you about online educational tools
- Exploring alternative options

### Benefits Value Advisors Help with Cost Comparison

For example, if your doctor wants you to get an MRI of your knee, you can call a Benefits Value Advisor. The Advisor can search an area for in-network MRI providers and the estimated cost for an MRI at each provider. This way, you will have more information when choosing where to go for your MRI. If you like, the Advisor can then schedule the MRI for you with the provider you choose, and help you with pre-approval for the service.

To reach a Benefits Value Advisor, **call 1-800-521-2227 (the Customer Service number on the back of your BCBSTX ID card.)** They are standing by and ready to assist you.

1. Member communications and information from Benefits Value Advisors are not meant to replace the advice of health care professionals. Members are encouraged to seek the advice of their doctors to discuss their health care needs. Decisions regarding course and place of treatment remain with the member and his or her health care providers.

2. Cost estimates are just an estimate. In addition to your usual deductibles, copayments and/or coinsurance, the actual cost of the services may vary based on a number of factors including the date of service, the actual procedure performed and what services were billed by the provider and your particular benefit plan. Coverage is subject to the limitations and exclusions of your plan.

