

MEMORANDUM

TO: City of Dallas Retirees
RE: Provider Update - Baylor Scott & White Health

Blue Cross and Blue Shield of Texas (BCBSTX) has a special agreement with Baylor Scott & White Health (BS&W) to provide services to City of Dallas retirees. Here is what you need to know:

- **Show your member ID.** You will need to show your BCBSTX member ID card each time you visit a BS&W facility.

- **Welcome Kit Notice.** Your plan welcome kit includes a notice you can show to BS&W providers.
 - It has the information they will need to bill the plan.
 - Your providers can photocopy the notice to keep in your medical file, so you shouldn't need to take it with you every time you visit.
 - You may also wish to take a photo of it on your mobile phone to have it handy, just in case.
 - A copy of the notice is attached, for your convenience.

- **Finding a BS&W provider.** To see a provider in this group, you can call 1.844.BSW.DOCS (1.844.279.3627).
 - If you use the BCBSTX ProviderFinder®, BS&W providers will not appear in your search results.
 - If you search the provider group's website, BCBSTX will not show as an available insurance plan option.

- **Current BS&W Patients.** If you currently have BS&W providers, be sure to tell them you are a City of Dallas retiree and show them your member ID card.

If you have any questions or concerns, please call the BCBSTX customer service number listed on the back of your member ID card



Blue Cross Group Medicare Advantage Open Access (PPO)SM

Dear Member,

You are enrolled in an employer-sponsored Blue Cross Group Medicare Advantage Open Access (PPO) health plan.

This health plan is a custom plan that does not require the use of a network provider for coverage. Your benefit levels are the same whether or not you use a network provider. You may seek care from any providers nationwide that accept Medicare.

Please give your medical provider a copy of this letter.

The information below will help them understand your benefits. If you have any questions, please call the number on the back of your member ID card.

IMPORTANT MEDICAL PROVIDER INFORMATION:

Dear Provider,

Under this plan, you do not need to be a Blue Cross Group Medicare Advantage Open Access (PPO) contracting provider to see and treat this member. Members can see any willing provider as long as the provider accepts payment from Medicare. The member’s coverage level is the same whether or not the provider is in the network for Blue Cross Group Medicare Advantage Open Access (PPO).

At a minimum, eligible claims will be reimbursed at the Medicare Allowed Amount.

Please submit claims to Blue Cross and Blue Shield of Texas. For questions regarding claims submission or payment, call **1-877-299-1008**. We are open 8:00 a.m. – 8:00 p.m., local time, 7 days a week. If you are calling from April 1 through September 30, alternate technologies (for example, voicemail) will be used on weekends and holidays.

Your patient’s medical coverage at a glance:

Plan Type:	Blue Cross Group Medicare Advantage Open Access (PPO)
Employer Group Name:	City of Dallas: Group #PTX00015
Customer Service:	1-877-299-1008
Submit All Claims to:	Your local Blue Cross and Blue Shield plan.

This information is not a complete description of benefits. Call 1-877-299-1008 TTY 711 for more information.

We are open 8:00 a.m. – 8:00 p.m., local time, 7 days a week. If you are calling from April 1 through September 30, alternate technologies (for example, voicemail) will be used on weekends and holidays.

Out-of-network/non-contracted providers are under no obligation to treat Blue Cross and Blue Shield of Texas members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

PPO plans are provided by HCSC Insurance Services Company (HISC). PPO employer/union group plans provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC). HCSC and HISC are Independent Licensees of the Blue Cross and Blue Shield Association. HISC is a Medicare Advantage organization with a Medicare contract.

Enrollment in HISC's plans depends on contract renewal.