

Benefits Value Advisor

Overwhelmed with cross-checking hospitals, doctors, and your network to get the best prices? Then meet your Benefits Value Advisor (BVA). You have 24/7 access to a personal customer service concierge dedicated to getting you the best deals on any medical expense in Texas. Contact a BVA via Blue Access for Members on the BCBSTX website, or the BCBSTX mobile app, or by calling the BCBSTX Helpline at 855-762-6084.

These trained advisors maximize your savings by keeping you up to date on all of the best options and costs for procedures by:

Using the Member Liability Estimator (MLE)

- A price comparison tool you can also access on the BCBSTX website that has more than 1600 procedures you can search for the best price one.
- All results are tailored to your plan, including deductibles and history, if you access the MLE tool through your login.
- You can search by doctor, hospital, or procedure.

Being your personal medical secretary

- Your BVA may find you a better option that can save you money. If so, they'll take care of everything. Your BVA will cancel your previous appointment, reschedule with a more cost-efficient provider, and then contact your Primary Care Provider letting them know of the change.
- Your BVA will provide you with "after-call summaries" to ensure you have a written breakdown of how you can get the best price on your procedure.

And they are located right in Texas!

- Every BVA is located at our call center in Marshall, TX. That means when you pick up the phone, you'll be talking to a fellow Texan that knows the area and which doctors to point you to.

