

# 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.



# Telemedicine

# MDLIVE®

## Virtual Visits with MD Live

Remotely connect with a board-certified doctor via online video, mobile app, or phone, anytime, anywhere. Address a variety of non-emergency care issues, ranging from the cold and flu to pink eye. It's a great tool for behavioral health concerns as well. MD Live doctors can also send prescriptions to nearby pharmacies for many common medical conditions. Download the app and register today.

**It is important that you access and register for MD Live benefits through the Blue Access for Members on the BCBSTX website to access appropriate prices associated with your plans.**

