



BlueCross BlueShield of Texas

Talking Points for Members After Application Prior to Coverage Beginning

This document is intended to highlight key next steps and important information for members post application prior to coverage beginning.

What to Expect

**1-2
days**

Your application will be processed within **1-2 business days**, following your first month's premium payment.

**7-10
days**

Check your mail for a Welcome Letter.

**15-20
days**

About **2-3 weeks after** your application is successfully processed, you will receive your BCBSTX ID card and your Health Care Plan information booklet.

After You Apply

There are a few simple things to do before your coverage can start.

1. Track your application status.

Our simple application tracker tool lets you follow your application status from start to finish. Keep in mind, you will need your tracker ID to track your application status. This can be found in the application status email you received.

2. Make your first payment – visit AfterYouApplyTX.com

Once you make this payment, this will ensure your coverage will be active as soon as your application is successfully processed.

Once Your Plan is Processed

Make the most of your health plan - even before coverage begins. All you need is your Member ID number – which you can find on your ID Card – and you can:

1. Verify Your Primary Care Provider (PCP)

If you have an HMO, your PCP name and contact information can be found on your ID card. You can change your primary care provider (PCP) anytime online by logging into your online account under the “Find Care” section. Use our Provider Finder tool to find network provider options in your area.

2. Download the BCBSTX mobile app

Take us with you, wherever you go. Our app is a quick and easy way to access your member information, resources, payments and more. To download the app **Text* BCBSTXAPP to 33633 OR visit our website bcbstx.com/appdownload**

3. Enroll in Auto Bill Pay

Never miss a payment with Auto Bill Pay. Your premium payment will be automatically paid on the same day each month.

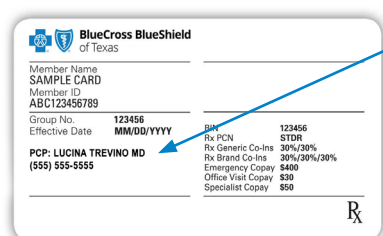
Frequently Asked Questions

Q: What's involved in processing my application?

A: Send in your application on our website or through the healthcare exchange, make your first payment, and we'll process and confirm your coverage.

Q: Do I need to pick a Primary Care Provider (PCP) to get coverage?

A: If you've applied for an HMO, a PCP will need to be selected to get your coverage approved. If you don't want to select one at the time of enrollment, no worries, we'll choose one for you. Once you receive your member ID card, you can change this selection at any time with a provider who may better meet your medical needs – simply visit our website or use our mobile app to make the switch.



PCP is located on your ID card here

Q. How do I confirm what drugs are covered in my coverage?

A: Your benefits cover prescription drugs. To see which of your medications are covered, you can visit our website at MyBlueRXTX.com to view our prescription drug list. Make sure you know your medication's exact name to see if it's on the preferred drug list. You usually pay less for generic drugs and more for brand name drugs. Doctors should use the prescription drug list when prescribing medication to help keep your drug costs down.



Helpful Resources

Webpage: AfterYouApplyTX.com

Member Guide: <https://www.bcbstx.com/content/dam/bcbs/retail/pdf/tx/member-guide.pdf>

Provider Finder: FindADoctorTX.com

Perscription Drug List: MyBlueRXTX.com