

New personalized support navigating disability claims for UT SELECT members

The University of Texas, through Blue Cross and Blue Shield of Texas and the UT SELECT program, provides you access to an all-around benefits specialist (health advocate) and personal health care resource.

Health advocates are part of an integrated concierge and care management solution included in your benefits!

We hope that you are already aware of the great support that health advocates can offer as the program became a part of your benefits package in September 2019.

Through our health advocates, you can also connect with a nurse who is prepared to identify when your health condition could be better managed through treatment and disability leave and can help you initiate the process.

Now, effective September 1, 2020, if you have disability coverage through Blue Cross and Blue Shield of Texas, and have a condition that makes you eligible for disability leave, you will be able to work with a nurse to significantly streamline and speed up the claim process.

Through your nurse, you will be able to permit the sharing of medical information with our disability claims team directly by filling out a member authorization form. With access to that information, the disability claims team can move more quickly to get you started on recovery and get your disability benefits approved. You don't have to spend time on paperwork and back-and-forth between you, your doctor and the claims team.

What are the advantages of working with a nurse and opting in to sharing information?

- Improved health outcomes with the knowledge and support of a nurse
- Streamlining the healthcare and disability claims process
- Less time spent on paperwork and coordination between provider and disability claims teams
- Ability to protect income while on short or long term disability
- Ability to focus on health and recovery

- Reduced stress through support of a nurse and assistance through the process
- Faster return to health and work

Health Advocates* are available Monday – Friday, 7 a.m. – 7 p.m. (CST) via:

- Phone: 866-882-2034
- Chat online by logging onto Blue Access for MembersSM (BAM) – www.bcbstx/ut
- Text BCBSTXAPP** to 33633 to download the App or go to the **Apple App Store**SM or **Google Play**TM Store

Disability products are issued by Dearborn Life Insurance Company, 701 E. 22nd St. Suite 300, Lombard, IL 60148. Blue Cross and Blue Shield of Texas is the trade name of Dearborn Life Insurance Company, an independent licensee of the Blue Cross and Blue Shield Association.

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*For medical emergencies, call 911. Health advocates do not provide medical advice and do not take the place of a doctor's care. Talk to your health care professional about any health questions or concerns.

**Message and data rates may apply. Terms and conditions and privacy policy are available at bcbstx.com/mobile/text-messaging.