PERSONAL ONE-STOP EXPERIENCE AVAILABLE 24/7*

Customer Service from the RIGHT PROFESSIONAL When Members Need Help

PHONE

APP

CHAT (IN-APP)

ONLINE

MEMBER / FAMILY

Benefits Guidance

Claims Questions

Health Care Support

Find a Doctor

Benefits Assistance

Cost Estimates

Wellness Resources

Utilization Management Specialist (RN)

Behavioral Health Concierge & Specialist

Pharmacist

Holistic Health Specialist (RN)

Customer Advocate Specialist

Social Worker

Medical Director

Dedicated Health Advocate and Holistic Health Specialist (RN)

Medical Professional Outreach

- Health Advocate
- Holistic Health Specialist (RN)
- Pharmacist
- Customer Advocate Specialist
- Social Worker
- Medical Director

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Appointments

Benefits Assistance

Cost Estimates

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Medical Director

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Other Information

- Customer service is available 24 hours/day, seven days/week with the exception of BCBSTX observed holidays (New Year’s Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Day After Christmas Day)

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866-882-2034

Text BCBSTXAPP to 33633

Log onto Blue Access for Members™ (BAM™) via bcbstx.com/ut

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

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