



BlueCross BlueShield
of Texas



THE TEXAS A&M
UNIVERSITY SYSTEM

A&M CARE PLANS ADDITIONAL PROGRAMS GUIDE

2021 - 2022

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

A Guide to Additional Blue Cross and Blue Shield of Texas (BCBSTX) and Prescription Drug Programs

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WELLBEING MANAGEMENT SERVICES



Wellbeing Management

Provides comprehensive, effective resources to improve employee health so employers can focus more on their business and less on health care.



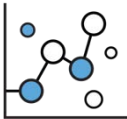
Holistic Health Management

to deliver a member-centered approach to care management



Digital Enhancements

that allow members to engage via their preferred communication channel



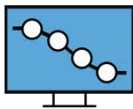
Advanced Analytics

that allow more precise and proactive member engagement



Seamless Health Management Experience

including digital platforms and specialized clinical programs coordinated holistically by a dedicated health advisor



Utilization Management

to prevent misuse and unnecessary costs, while improving member and provider experiences



Comprehensive Reporting

to quantify and track all the ways we engage your members

Holistic Health Management

OVERVIEW

You may receive a call from BCBSTX in certain cases to help provide additional support to improve health outcomes and reduce costs.

Calls from health advisors are not sales calls. BCBSTX may ask you for information, like your name, date of birth, or home address to make sure they are talking to you.

For additional security, you may call a Benefits Value Advisor (BVA) 24/7 at the number on the back of your ID card (866-295-1212).

FEATURES

Outreach is provided for:

- Actual high cost claim
- Comorbid chronic disease with poor adherence to drugs
- Frequent visits to emergency room
- High costs claim potential
- High risk maternity
- Oncology
- Risk for readmission
- Specialty drug site of service

HOW IT WORKS

- **Eligibility:** Available to all employees, retirees and their covered dependents who are enrolled in the A&M Care, 65 Plus or J plans. Graduate student employees enrolled in the Grad Plan are not eligible for this program.
- Member data is leveraged to identify potential health issues before they occur, addressing complex health challenges. Care is partnered with specialists as necessary, including behavioral health experts and pharmacists. For maternity management, Ovia health assessment data, 14 week sonogram claims and disease codes impacting pregnancy are also used.
- All health concerns are coordinated, regardless of condition.
- Any information you provide to BCBSTX is confidential, as required by law.

Here's One Call You Don't Want to Miss

If you get a call from BCBSTX, we're calling to help you take good care of your health. Please answer or call us back.

Your health plan includes support for you and your covered family members from nurses and other medical professionals called health advisors.* This extra help is at no added cost to you.



BCBSTX may call to help you:

- Get the care you need for serious illnesses or injuries
- Have a healthy pregnancy and baby
- If you have been in the hospital or have had a major surgery

Calls from health advisors are not sales calls. We may ask you for information, like your name, date of birth or home address, to make sure that we are talking to the right person.

If we miss you, we will leave a message with a number for you to call us back at your convenience.

*Health advisors do not replace the care of a doctor. You should talk to your doctor about any medical questions or concerns.

SUPPORT PROGRAMS



24/7 Nurseline

OVERVIEW

Registered nurses help guide you to the appropriate level of care for your health issue, answer general health questions and direct you to an audio library of 1,000+ health topics. They can also access benefits information to direct you to other A&M System benefit programs that may be helpful.

FEATURES

You can call the 24/7 Nurseline whenever you or your covered family members need answers to health questions about:

- Asthma
- Dizziness or severe headaches
- Cuts or burns
- Back pain
- High fever
- Sore throat
- Diabetes
- A baby's nonstop crying
- And much more

Plus, when you call you can access an audio library of more than 1,000 health topics – from allergies to surgeries – with more than 500 topics available in Spanish.

HOW IT WORKS

- **Eligibility:** Available to all employees, retirees and their covered dependents who are enrolled in the A&M Care, 65 Plus or J plans. Graduate Student Employees enrolled in the Grad Plan are not eligible for this program.
- You can call the 24/7 Nurseline anytime at **800-581-0368** with health questions.
- The number for 24/7 Nurseline can also be found on the back of your Blue Cross and Blue Shield of Texas medical ID card.

Benefits Value Advisor (BVA)

OVERVIEW

A BVA is like a tour guide, helping to point you in the right direction. BVAs can help you save money on health procedures and tests. They can also help you understand and use your benefits more wisely.

FEATURES

One call will get you guidance and support for all your health plan benefits:

- Maximize your benefits to get better value
- Get cost estimates for various providers and procedures
- Schedule appointments
- Find a doctor or facility
- Set up preauthorization
- Review your Explanation of Benefits (EOBs) to make sure your claims are processed correctly

HOW IT WORKS

- **Eligibility:** Available to all employees, retirees and their covered dependents enrolled in the A&M Care and J plans. Graduate Student Employees enrolled in the Grad Plan are not eligible for this program.
- BVAs are available 24 hours a day, seven days a week. Call **866-295-1212** to speak with a BVA anytime – day or night.
- The number for Benefits Value Advisors can also be found on the back of your Blue Cross and Blue Shield of Texas medical ID card.

Benefits Value Advisors offer cost estimates for various providers, facilities and procedures. Lower pricing and cost savings are dependent on the provider or facility of your choosing. Member communications and information from Benefits Value Advisors are not meant to replace the advice of health care professionals. Members are encouraged to seek the advice of their doctors to discuss their healthcare needs. Decisions regarding course and place of treatment remain with the member and his or her healthcare providers. Cost estimates are just an estimate. In addition to your usual deductibles, copayments and/or coinsurance, the actual cost of the services may vary based on a number of factors including the date of service, the actual procedure performed and what services were billed by the provider and your particular benefit plan. Coverage is subject to the limitations, exclusions and terms of your plan.

Blue365® Discount Program

OVERVIEW

Blue365 is a discount program available to you as a BCBSTX health insurance holder. With this program, you can save money on health and wellness products and services.

FEATURES

These discount programs apply to retailers that are not covered by insurance.

- No claims to file and no referrals or preauthorization.
- Get deals on things such as travel, nutrition programs, apparel and footwear, personal care and more.

HOW IT WORKS

- **Eligibility:** Available to all employees, retirees and their covered dependents enrolled in the A&M Care, 65 Plus and J plans. Graduate Student Employees enrolled in the Grad Plan are not eligible for this program.
- You can sign up for Blue365 at <https://www.blue365deals.com/BCBSTX>.
- To register, you need the first three characters on your BCBSTX medical insurance card ID number.
- Weekly “Featured Deals” will be emailed to you.



Blue365 is a discount program only for BCBSTX members. This is NOT insurance. Some of the services offered through this program may be covered under your health plan. You should check your benefit booklet or call the customer service number on the back of your ID card for specific benefit facts. Use of Blue365 does not change monthly payments, nor do costs of the services or products count toward any maximums and/or plan deductibles. Discounts are given only through vendors that take part in this program and may be subject to change. BCBSTX does not guarantee or make any claims or recommendations about the program's services or products. Members should consult their doctor before using these services and products. BCBSTX reserves the right to stop or change this program at any time without notice.

Hearing services are provided by American Hearing Benefits, Beltone™, HearUSA and TruHearing®. Vision services are provided by ContactsDirect®, Croakies, Davis VisionSM, EyeMed Vision Care, Glasses.com, Jonathan Paul Fitovers and LasikPlus®.

Identity Protection Programs



OVERVIEW

IdentityWorks Credit 1-Bureau and IdentityWorks Minor Plus by Experian are identity protection products available to you and your minor dependents with your Blue Cross and Blue Shield of Texas health plan.

FEATURES

- Credit monitoring
- Identity restoration
- Up to \$1 million identity theft insurance
- Internet surveillance

HOW IT WORKS

- **Eligibility:** *IdentityWorks Credit 1-Bureau* is available to employees, retirees, and their covered dependents over the age of 18 in the A&M Care, 65 Plus and J plans. *IdentityWorks Minor Plus* is available for enrolled dependents under the age of 18. Members are required to enroll to receive the offering. Adults can enroll their minor dependents. Graduate Student Employees enrolled in the Grad Plan are not eligible for this program.
- Provided at no cost to you – these services complement the security and data protection measures BCBSTX now has in place.
- Members may enroll through BAM at <http://www.bcbstx.com/tamus>. Log in to BAM and under Quick Links, select Identity Protection for an activation code and a link to start the enrollment process.
- You must re-enroll annually on your enrollment anniversary date. This is done for increased security.

FOR MORE INFORMATION

Call a BVA 24/7 at 866-295-1212

Why it matters?

Members have access to identity protection services for them and their family members.

Identity Protection through Experian (cont.)

FREQUENTLY ASKED QUESTIONS

Q: Am I automatically enrolled in the Experian service?

A: No, you need to proactively enroll in the program to take advantage of the identity protection services offered.

Q: What if my activation code doesn't work?

A: If the provided activation code doesn't work, a BVA can open a ticket for the BAM team to provide a new activation code.

Q: Is the activation code unique for each family member?

A: The adult activation code is unique to each adult member (ages 18+). Each adult member receives their activation code in their individual BAM account. However, up to 10 minors may be assigned to one minor activation code.

Q: I already enrolled in IdentityWorks within the last year. Why is my activation code and expiration date still showing when I log in to my BAM account? Do I need to do something else to enroll?

A: No. Even after you enroll, you will see your activation code under the Identity Protection link in BAM, but there's nothing else you need to do.

Q: Will this take care of my enrollment in these services going forward, or will I have to reenroll each year?

A. You need to reenroll on an annual basis to ensure your continued eligibility for this offering.

Q: Each year, is the enrollment period the same for all members, or does each member's enrollment expire as of 12 months from the date they signed up?

A: Each member's enrollment expires 12 months from the day that they subscribed. BAM will display a reminder to the member when their current activation code is set to expire.

Q: How do I know when I need to reenroll?

A: BAM will display a reminder to you when your current activation code is set to expire.

Q: If a member needs more information regarding the Experian product, how do they get it?

A: Members can call a BVA or the Experian Help Number at **877-890-9332** from 8 a.m. to 8 p.m. Monday to Friday or 10 a.m. to 7 p.m. Saturday/Sunday (Central Time).

How to Stay Connected

Stay connected with BCBSTX and access important health benefit information wherever you are.

- Access your BCBSTX and other top benefits by registering for your MyEvive account at <http://www.tamus.myevive.com>
- Register or Log in to Blue Access for MembersSM (BAMSM) at <http://www.bcbstx.com/tamus>
- Download the BCBSTX App and access your claims, coverage and deductible information
 - View and email your member ID card
 - Log in securely with your fingerprint
 - Download and share your Explanation of Benefits (EOB)*
 - Get Push Notifications and access to Message Center*
 - Available in Spanish
- You can access Provider Finder[®] to search for in-network physicians, specialists, or hospitals. Log in to your BAM account and click on “Doctors and Hospitals” or go to <https://my.providerfinderonline.com/?ci=tamus-txw>
- Text** **BCBSTXAPP** to **33633** to get the app

* Currently only available on iPhone®. iPhone is a registered trademark of Apple Inc.

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

Members may update their preferences anytime at bcbstx.com/preferences

PARTNER PROGRAMS



Virtual Visits: Speak With A Doctor Anytime, Anywhere

OVERVIEW

Virtual Visits, powered by MDLIVE:

You don't need to leave your home to see an independently contracted, board-certified doctor. Now you can have a Virtual Visit using a phone, mobile app or online video anytime, anywhere.¹ There is a \$10 copay per visit for medical and behavioral health.

MDLIVE doctors' specialties include primary care, pediatrics, emergency medicine and family medicine and they have an average of 15 years of experience.

- Licensed in the state where you are located at the time of your visit
- Available 24 hours a day, seven days a week
- Spanish-speaking doctors available upon request

FEATURES

\$10 Copay per visit

MDLIVE doctors treat a wide variety of non-emergency medical conditions: allergies, asthma, cold, flu, pink eye, ear infection, sore throat, fever, headache, nausea, rash, sinus infection and more. Plus, they may even write and send prescriptions to a nearby pharmacy (when appropriate).

Behavioral Health: Speak with a licensed counselor, therapist or psychiatrist for support, **available by appointment and video only**, for issues such as: anxiety, stress, depression, trauma and loss, relationship problems and more.

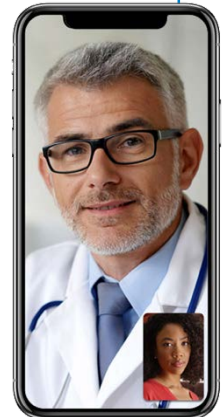
Conditions they are not able to treat: emergency situations (bleeding, heart attack, stroke, etc.), urinary tract infection in females under 18 or males, sexually transmitted diseases, children with fever (under three) or ear pain (under 12)

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, 65 Plus and J plans. Graduate Student Employees enrolled in the Grad Plan can use this service for a \$35 copay.

How to activate your account: You will need your BCBSTX member ID number to register.

- Website: <http://www.mdlive.com/bcbstx>
- Mobile App: Download the MDLIVE app from the App Store or Google Play Store
- Text: Text **BCBSTX** to **635483**, tap the link to connect to Sophie, your virtual assistant who will help you register
- Call MDLIVE at **888-680-8646**



FOR MORE INFORMATION

Call **888-680-8646**

Program: <http://www.mdlive.com/bcbstx>

Why it matters?

Bring the doctor to you when you need it and take back your time! Plus, it can be a more affordable alternative than going to the emergency room or urgent care center.

¹ Internet/Wi-Fi connection is needed for computer access. Data charges may apply. Check your phone carrier's plan for details. For full program information visit MDLIVE.com/bcbstx.

² Medical and behavioral visits are \$10 per visit.

Virtual Visits may not be available on all plans. Non-emergency medical service in Montana and New Mexico is limited to interactive online video. Non-emergency medical service in Arkansas and Idaho is limited to interactive online video for initial consultation.

MDLIVE is a separate company that operates and administers Virtual Visits for Blue Cross and Blue Shield of Texas. MDLIVE is solely responsible for its operations and for those of its contracted providers.

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Blue Cross®, Blue Shield® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

Chronic Back, Knee, Hip, Neck and Shoulder Pain

Conquer pain without surgery or drugs. Best-practice care conveniently delivered digitally.

OVERVIEW

This program addresses chronic, not acute, pain. You will be in a coach-led digital musculoskeletal (MSK) program based on proven non-surgical care guidelines. It is delivered remotely using mobile and wearable technology and is focused on three core pillars:

- **Exercise Therapy** – Wearable sensors and tablet provided for real-time movements feedback.
- **Behavioral Health** – Cognitive behavioral therapy and unlimited 1:1 coaching.
- **Education** – Personalized and interactive education curriculum.

FEATURES

\$0 out-of-pocket cost*

12-week program includes:

- Welcome kit includes: tablet pre-installed with Hinge Health app, wearable motion sensors, charging units, carrying case, getting started tutorial
- Unlimited, personalized exercise therapy sessions
- Unlimited 1:1 access to personal health coach via email, text and phone
- Personalized educational content weekly
- Cognitive behavioral therapy modules in addition to peer support and discussion boards

Typically, a doctor's prescription is not needed, but you will go through a clinical screening to determine eligibility for the program. Wi-Fi is not required to complete the exercise therapy sessions, but occasional Wi-Fi is required to send participant activity to the coach.

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, 65 Plus and J plans, with a diagnosis of chronic pain identified by a screening questionnaire. Graduate student employees enrolled in the Grad Plan are not eligible for this program.

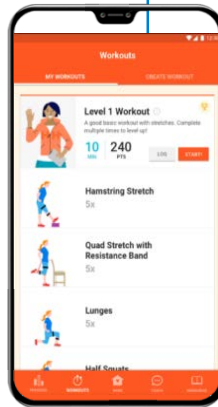
Getting started:

1. Visit <https://www.hingehealth.com/tamus>. When you sign-up, you'll complete a screening questionnaire. Common reasons someone is not eligible for the program include: pain duration < 6 weeks, recent injury or surgery.
2. After enrollment, the Welcome kit usually arrives within a week. Next, connect with your coach to design your program and begin.

What to expect:

Spend just 15 minutes in the Hinge Health app, three times a week. The wearable sensors track your movement and guide you through the exercises. (Results will vary by individual.)

After the program you can keep the app, tablet and sensors, plus have full access to your educational resources and exercises.



FOR MORE INFORMATION

Call a BVA 24/7 at **866-295-1212**

Link to apply <https://www.hingehealth.com/tamus>

Why it matters?

It is the first digital health company to demonstrate that a mobile-first, at-home exercise therapy and behavioral coaching solution reduces chronic pain by 62%, reduces disability by 55%, improves daily life impact by 64%, and significantly reduces surgery interest.

* Payments for participation in the program are submitted through claims and are paid by the member's employer.

Hinge Health is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide musculoskeletal solutions for members with coverage through BCBSTX. BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

Learn to Live



Retrain Your Brain

OVERVIEW

You can learn new skills to break old patterns that may be holding you back. Digital mental health programs from Learn to Live can help you get your mental health on track so you can feel better and enjoy life more.

The program is available 24/7 by text, email and phone for participants age 13+.

An online assessment helps pinpoint the right programs for you, such as:

- Stress, anxiety and worry
- Depression
- Insomnia
- Social anxiety
- Substance use

FEATURES

Learn to adjust unhelpful thoughts and control your moods: Explore quick and easy lessons whenever it fits your schedule. A little homework between sessions helps you keep up your progress. Activities are based on therapy techniques with a track record of helping people get better.

An expert coach can guide you: If you need one-on-one support to reach your goals, connect with a coach by phone, text or email. They'll lift you up, cheer you on and help you master your new skills.

Your personal details are private: Just like with face-to-face therapy, your personal results, program progress and messages with your coach will not be shared with your employer.

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, 65 Plus and J plans.

Beginning March 1, 2022, log in to your BAM account at bcbstx.com/tamus to get started.

FOR MORE INFORMATION

Call a BVA 24/7 at **866-295-1212**

Why it matters?

More than half of people will struggle with a mental health concern at some point in their lives.¹ See how much better life can feel with digital mental health programs from Learn to Live.²

¹ <https://www.cdc.gov/mentalhealth/learn/index.htm>

² Learn to Live provides educational behavioral health programs; members considering further medical treatment should consult with a physician.

Learn to Live, Inc. is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide online behavioral health programs and tools for members with coverage through BCBSTX. BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

Diabetes and Hypertension Management

Simplified new approach to diabetes and high blood pressure management. It's all in the meter and covered by your health plan.

OVERVIEW

Livongo is a simplified new approach to diabetes and high blood pressure management. It's all in the meter and covered by your health plan. If you have been diagnosed with diabetes or hypertension, you can participate in this program.

This health benefit makes managing your diabetes or hypertension easier. You are not billed anything for joining or using Livongo.

Get unlimited support, strips, and lancets with Livongo for Diabetes.

Get a free connected blood pressure monitor, better blood pressure management and personalized support for hypertension.

FEATURES

\$0 out-of-pocket cost*

The Livongo diabetes program includes:

- An advanced meter
- Unlimited strips and lancets
- 24/7 support from Livongo Expert Coaches

The Livongo hypertension program includes:

- Free, connected blood pressure monitor
- Better blood pressure management
- Personalized support

Shipping is included for both programs.

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, 65 Plus and J plans, with a diagnosis of Type 1 or Type 2 diabetes or hypertension. Graduate student employees enrolled in the Grad Plan are not eligible for this program.

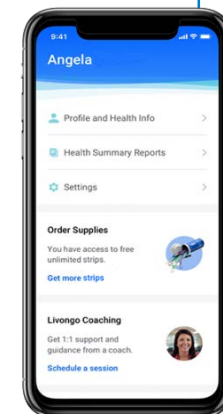
Getting Started:

1. Livongo will contact you if you are identified through claims as having been diagnosed with hypertension or diabetes. The A&M System does not have access to your eligibility.
2. The registration code is **TAMUS**. After you sign up, you will receive an email confirming your enrollment if accepted.
3. You will receive your welcome kit within one week. Plus, access to the Livongo member website, <https://my.livongo.com>, where you can personalize the program and access your readings.

If you need more supplies, reorder in one of the following ways:

- On the member website at <https://my.livongo.com>
- On your Livongo meter,
- On the Livongo mobile app, or
- By calling Livongo member support at **800-945-4355**.

How to cancel: You may cancel at anytime for any reason. Just call Livongo at **800-945-4355**



FOR MORE INFORMATION

Call a BVA 24/7 at **866-295-1212**, or go to:

<https://my.livongo.com>

* Payments for participation in the program are submitted through claims and are paid by the member's employer.

Livongo is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide chronic condition management for members with coverage through BCBSTX. BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

Diabetes Prevention and Weight Loss

OVERVIEW

Omada is a digital lifestyle change program to help reduce the risks of Type 2 diabetes and heart disease. You will have access to ongoing support so you can make the changes that matter most – whether that's around eating, activity, sleep or stress.

Omada brings together the individualized attention of professional health coaches with weekly lessons and manageable but powerful goals. It helps connect the dots between knowing how to get healthy and actually doing it. You get the support and tools you need, including an interactive program, wireless scale, health coach and more.

Omada eligibility is determined by an anonymous application process. The A&M System does not have access to your eligibility or application data.

FEATURES

\$0 out-of-pocket cost*

There are two phases to the program: Foundations and Focus. Foundations lasts for your first 16 weeks and you'll learn key skills including:

- Changing Food Habits
- Increasing Activity Levels
- Preparing for Challenges
- Reinforcing Healthy Choices

The Program Welcome Kit and resources include: mobile app and wireless smart scale automatically linked to your account, weekly online lessons, and a professional health coach and peer group.

Weeks 1-16 are Stage One - the fundamentals of making smarter food choices. Weeks 17+ are Stage Two – Focus - unique challenge areas, ongoing coaching and peer group support to continue building healthy habits.

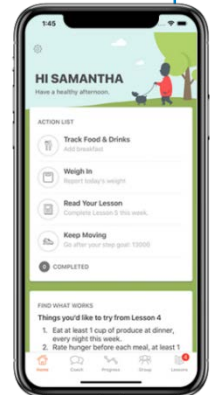
HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, 65 Plus and J plans, who want to lose weight, including those who have been diagnosed with prediabetes and those who are at high risk for Type 2 diabetes. Graduate student employees enrolled in the Grad Plan are not eligible for this program.

Getting Started:

1. Visit <https://omadahealth.com/tamus> to take the one-minute risk screener. You are eligible to apply if the screener results indicate a risk – then complete the online application. After your application is approved, you will be invited to set up an account.
2. Within one week of completing account setup, you will receive your Welcome Kit. You are also matched with a small group of participants who go through the program together.

How to cancel: If you'd like to cancel after two weeks, Omada can close your account and stop future charges. Just send an email to support@omadahealth.com and they will process your cancellation.



FOR MORE INFORMATION

Call a BVA 24/7 at **866-295-1212**, or go to: <https://www.omadahealth.com/tamus>

Why it matters?

Clinically proven to help reduce the risk of Type 2 diabetes¹ and help participants lose average of 4% body weight – they keep off!²

* Payments for participation in the program are submitted through claims and are paid by the member's employer.

¹ Su W, Chen F, Dall TM, Iacobucci W, Perreault L. Return on Investment for Digital Behavioral Counseling in Patients With Prediabetes and Cardiovascular Disease. *Prev Chronic Dis* 2016;13:E13. Study funded by Omada Health; Omada Health had no role in the study/model design and data analysis. Risk reduction calculations based on Omada Health's participant population as of the study publication date (October 2016). Actual results may vary based on age, gender and other individual and demographic factors.

² Weight loss results reflect participants who enrolled in the Omada Program between January 2016 - March 2018 and completed at least nine of 16 lessons in the first 16 weeks of the Omada program.

Omada is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide Obesity-related Chronic Disease Prevention Solutions for members with coverage through BCBSTX. BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

Women's & Family Health: Ovia Health Apps

Pregnancy and Parenting Support

A healthier start – It's never too early to start taking care of your baby.

oviahealth™

OVERVIEW

Whether you are pregnant or planning to get pregnant, you should prepare as much as you can. BCBSTX has tools to help you – at no extra cost to you.

Ovia Health provides maternity and family apps to support you through your entire parenthood journey. These apps are included in your health plan benefits, offered through BCBSTX.

FEATURES

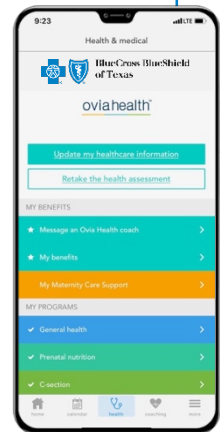
\$0 out-of-pocket cost to you

- Ovia Fertility features a fertility tracker, ovulation calculator and cycle calendar.
- Ovia Pregnancy monitors pregnancy and baby's growth week by week. It also shares clinical information with BCBSTX in cases where members are identified as experiencing a high-risk pregnancy.
- Ovia Parenting helps chart a child's developmental milestones from birth through three years old and includes a feature for logging daily feedings, diaper changes and sleep patterns.

HOW IT WORKS

Eligibility: Available to all employees, retirees and their covered dependents enrolled in the A&M Care, 65 Plus and J plans. Graduate student employees enrolled in the Grad Plan are not eligible for this program.

Download any of the Ovia Health mobile apps from the Apple App Store or Google Play. During sign-up, make sure to choose "I have Ovia Health as a benefit." Then select BCBSTX as your health plan and enter **TAMUS** as your employer name.



FOR MORE INFORMATION

Call a BVA 24/7 at 866-295-1212

Why it matters?

BCBSTX has tools to help you prepare for your life-changing journey – at no extra cost to you.

Women's & Family Health: Support and Courses

Health Pregnancy and Parenting Support

A healthier start – It's never too early to start taking care of your baby.



OVERVIEW

Blue Cross and Blue Shield of Texas provides an innovative approach for the journey into parenthood, from pre-pregnancy through delivery and ongoing parenting support, with our women's and family health solutions. Our programs feature education, coaching and maternity management solutions, and can result in improved clinical outcomes and member engagement. They also aim to help parents successfully return to work.

FEATURES

\$0 out-of-pocket cost to you

- High-risk Maternity Management – Maternity specialists conduct telephone outreach and provide ongoing support to expectant mothers identified with high-risk pregnancies.
- Well onTarget® Programming – These interactive, online courses are designed to optimize the health and wellbeing of women and their babies.

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, 65 Plus and J plans. Graduate student employees enrolled in the Grad Plan are not eligible for this program.

Getting Started:

After your first prenatal appointment, you will receive a welcome letter with information on the women's and family health program in the mail. If you do not want to wait to join the program, you can contact a BVA **866-295-1212** Monday-Friday, 8 AM – 8 PM CT and ask for more information about the program or download the Ovia app for your stage in the pregnancy journey!

FOR MORE INFORMATION

Call a BVA 24/7 at **866-295-1212**

Why it matters?

BCBSTX has tools to help you prepare for your life-changing journey – at no extra cost to you.

WELLNESS



Pain Assessment, Diagnosis and Treatment

OVERVIEW

An alternative to surgery, pain management and long-term chiropractic or physical therapy programs.

Airrosti's proven, highly effective musculoskeletal awareness and outcome-based treatment program is designed to prevent and efficiently resolve your musculoskeletal problems, such as back and neck pain.

FEATURES

- Specialty copay for covered members – \$30
- Surgery prevention programs
- Custom injury prevention and member engagement programs
- Real-time reporting on member outcomes and program ROI
- Reduction in treatment resolution times by 50% to 70%

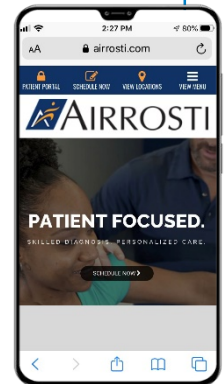
HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, 65 Plus and J plans. Graduate student employees on the Grad Plan can participate for a \$35 copay.

Contact your wellness champion to determine if Airrosti is available near your campus or agency.

You will receive one full hour of assessment, diagnosis, treatment, and education designed to eliminate the pain associated with many common conditions, allowing you to quickly and safely return to activity – usually within three visits (based on patient-reported outcomes).

Remote recovery and telehealth is available.



FOR MORE INFORMATION

Call a BVA 24/7 at 866-295-1212, or go to:

<http://www.airrosti.com>

Why it matters?

Members have access to assessment, diagnosis and treatment with Airrosti.

Preventive Wellness Exams

OVERVIEW

A comprehensive health evaluation, administered at your workplace by a licensed nurse and reviewed one-on-one with a board-certified nurse practitioner.

Getting your wellness exam with Catapult can count towards your MyEvoke Personalized Wellness Incentive Checklist.

FEATURES

\$0 out-of-pocket cost to you

- Lab-accurate values are measured in less than 15 minutes
- Personal health history is reviewed by the nurse practitioner during consultation
- Medications reviewed by the nurse practitioner during consultation
- Cancer screening status reviewed by the nurse practitioner during consultation
- Symptoms captured and reviewed by the nurse practitioner during consultation
- Results are delivered in real time
- Care compliance and gaps in care identified; Referrals and Personal Action Plan is provided

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care and J plans. Catapult is not available to Medicare-primary retirees.

1. Contact your wellness champion to see when Catapult is coming to your campus or agency.
2. Register via the registration link provided for your Catapult exam time slot.
3. Arrive 15 minutes early for your appointment.
4. Results are delivered in real time.
5. You do not have to take action and the exam is billed as a claim.

FOR MORE INFORMATION

Call a BVA 24/7 at **866-295-1212**

Why it matters?

Members have access to health screenings.

Weight Management and Metabolic Syndrome Reversal

OVERVIEW

The leading clinically-proven digital behavioral counseling program for metabolic syndrome reversal and weight management.

This is a simple online program that uses informative videos and learning tools to teach you how to lose weight and improve your health.

Wondr Health is an in-network provider. The services are covered 100% as preventive with no out-of-pocket cost to you for intensive behavioral counseling.

Plus, you can sync your activity device, such as Fitbit® or Apple Watch, or your voice-controlled speaker, such as Amazon Alexa, to help you reach your goals.

FEATURES

\$0 out-of-pocket cost to member*

The goal is to change your eating habits, not what you eat. You will not have required meals, calorie counting, or be asked to buy specific meals. The meals that you typically enjoy now will remain the same. You will be offered some guidance that can be helpful, which will be discussed in the first video.

This online program follows a weekly schedule:

- **WondrSkills™** – 12 weeks of counseling (personalized for skill building).
- **WondrUp™** – 12 weeks (customized for skill reinforcement).
- **WondrLast™** – 28 weeks (customized for skill maintenance).

You're not alone on this journey:

- Your dashboard gives you access to an exclusive online community – program counselors, alumni and participants. You can also connect with counselors directly – simply respond to any program email or reach out to support@wondrhealth.com.

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, 65 Plus and J plans. Eligibility is determined by a Wondr Health application process and based on BMI. Participants must be 18 years of age or older. Graduate student employees enrolled in the Grad Plan are not eligible for this program.

Getting started: A Welcome Kit will be mailed to the address you provide and on your start date you will be able to view your Week 1 video and access your dashboard.

What to expect: This program consists of online, web-based videos and an interactive dashboard. You will need high speed internet, or reliable Wi-Fi if on a mobile device.

How to sign-up:

Visit wondrhealth.com/tamus

How to cancel: You can stop the program at anytime. Wondr Health does not refund completed lessons.



FOR MORE INFORMATION

Call a BVA 24/7 at **866-295-1212**
or go to: wondrhealth.com/tamus

Why it matters?

Inspiring Results¹ – 10.50 avg. pounds lost after first 10 weeks, 55% reversed diabetes risk, 50.70% reversed metabolic syndrome.

* Per session fees for participation in the program are submitted through claims and are paid by the member's employer.

¹ Individual results will vary. Participant results based on published study in Journal of Metabolic Syndrome & Related Disorders.

Wondr Health is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide Metabolic Syndrome Management for members with coverage through BCBSTX. BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

SilverSneakers by Tivity Health

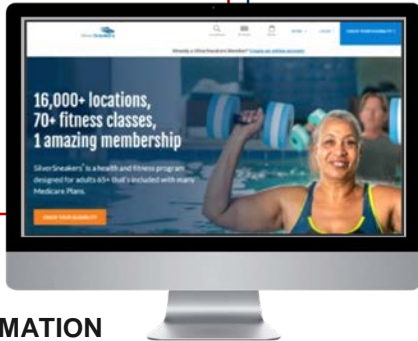


If you're a retiree, your plan includes free membership in the SilverSneakers Fitness Program

OVERVIEW

With **SilverSneakers**¹, you get unlimited access to every gym and fitness center in the SilverSneakers network – over 16,000 locations nationwide. Amenities include weights, treadmills, pools and more!

Signature SilverSneakers classes are designed for all fitness levels and led by trained instructors. These low-impact classes focus on improving strength, endurance, mobility, flexibility, balance, agility, and coordination.



FEATURES

If you are eligible for this program, you have free membership² which includes:

- Access to more than 16,000 fitness locations nationwide.
- Access to over 40,000 complementary and alternative medicine practitioners such as chiropractors, acupuncturists, massage therapists and discount wellness products.
- Monthly newsletters with health and fitness articles, and tips.
- Online resources include the SilverSneakers GO app and On-Demand exercise videos.
- SilverSneakers FLEX™ classes offered outside the traditional gym setting.

HOW IT WORKS

Eligibility: Available to retirees (including working retirees and survivors) age 65 and older and their spouses age 65 and older who are enrolled in the A&M Care or 65 Plus plans.

How to use the SilverSneakers benefit:

- **ONLINE:** Login to <http://www.SilverSneakers.com>
- **PHONE:** Call **888-423-4632** (Monday - Friday 7 a.m. - 7 p.m. CT)
- **DOWNLOAD THE APP:** Search for “SilverSneakers GO” in the App Store or Google Play

Find a participating fitness center:

- Go to <http://www.SilverSneakers.com> and click “Location Search”

FOR MORE INFORMATION

Call **888-423-4632** or go to:

<http://www.SilverSneakers.com>

Why it matters?

We support our members wherever they are in their wellbeing journey. Partnering with SilverSneakers just makes getting there easier. Log in to <http://www.SilverSneakers.com> today to learn more about this great benefit offered at no cost to you.

¹ Participating locations (“PL”) are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities is limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.

² Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location. Always talk with your doctor before starting an exercise program.

SilverSneakers, SilverSneakers FLEX and the SilverSneakers shoe logotype are registered trademarks of Tivity Health, Inc.

SilverSneakers BOOM, SilverSneakers On-Demand and SilverSneakers GO are trademarks of Tivity Health, Inc.

SilverSneakers® is a wellness program owned and operated by Tivity Health, Inc., an independent company.

Well onTarget Wellness Portal

OVERVIEW

Personalized action plans, along with fitness and nutrition device integration, jump start your journey toward overall wellbeing.

FEATURES

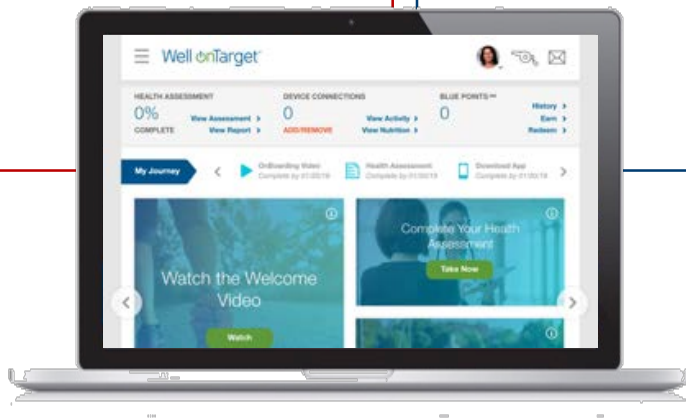
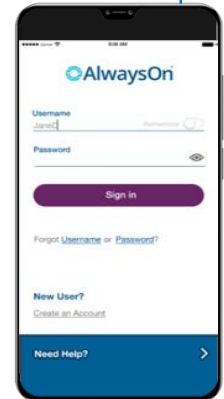
Convenient digital self-management programs address a variety of wellness and lifestyle topics, including:

- Stress
- Weight loss
- Tobacco cessation
- Asthma, diabetes and other chronic conditions
- Sleep health
- Financial wellbeing

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, 65 Plus and J plans. Graduate student employees enrolled in the Grad Plan are not eligible for this program.

1. Log in to your Blue Access for Members account at <http://www.bcbstx.com/tamus> or MyEvide to access Well onTarget.
2. Click on “Well onTarget”.
3. If you are logging in for the first time, or for the first time in six months, a health assessment will be the first thing you see. You are able to click proceed at the bottom without taking the health assessment, if you choose.
4. Completing Well onTarget activities gives you Blue PointsSM!
5. Well onTarget also has a mobile app available for iPhone and Android smartphones.



Why it matters?

Members have wellbeing resources including access to personalized action plans, fitness advice and nutrition advice.

FOR MORE INFORMATION

Call a BVA 24/7 at 866-295-1212

Well onTarget Coaching

OVERVIEW

Professionally certified coaches counsel you on health and lifestyle issues, fostering sustained involvement through phone contact or secure messaging via the interactive Well onTarget portal.

FEATURES

Examples of coaching topics include:

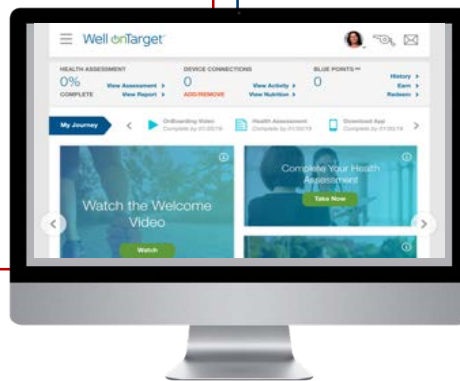
- Stress management
- Physical activity
- Nutrition
- Weight management
- Tobacco cessation
- Blood pressure, cholesterol and other chronic conditions

HOW IT WORKS

Eligibility: Available to all employees and their covered dependents enrolled in the A&M Care and J plans. Graduate student employees enrolled in the Grad Plan are not eligible for this program.

1. Log in to your Blue Access for Members Account at <http://www.bcbstx.com/tamus> or MyEvide to access Well onTarget.
2. Gain access to your wellness coach by completing the health assessment. You may also enroll by calling a BVA. You will be contacted based on your preferred contact method, as selected at registration (call or secure message). You will receive an introductory call from a wellness coach within two business days after completing the assessment (or same day for secure message).
3. Once you are connected, you can exchange secure messages with your wellness coach or call the phone number on your portal dashboard and speak directly with your coach. You may also connect with your coach on the Well onTarget mobile app.

Coaches are available by phone Monday through Friday, 7 a.m. to 10 p.m. and Saturday from 9 a.m. to 4 p.m. You can send messages to coaches 24/7 through secured messaging.



FOR MORE INFORMATION

Call a BVA 24/7 at 866-295-1212

Why it matters?

Members have access to professional coaching for health and lifestyle support.

BCBSTX Fitness Program

OVERVIEW	FEATURES	HOW IT WORKS
<p>The Fitness Program is a flexible membership program that gives you unlimited access to a nationwide network of more than 10,000 locations. Gym packages are available for as low as \$19 per month.</p> <p>The program is available exclusively to members and covered dependents (age 16 and older).*</p> <p>The program provides access to a nationwide network of fitness locations. Choose one location close to home and one near work, or visit locations while traveling.</p> <p>Other program perks include:</p> <ul style="list-style-type: none">• Flexible Gym Network• Studio Class Network• Family Friendly• Convenient Payment	<p>Flexible options include a choice of four tiers of gyms (base, core, power and elite), studio classes and bundled discounts for dependents.</p> <p>Other program perks include:</p> <ul style="list-style-type: none">• No long-term contract: Membership is month to month with a one-time enrollment fee.• Blue Points: Get 2,500 points for joining the Fitness Program. Earn additional points for weekly visits.• Convenient payment: Monthly fees are paid via automatic credit card or bank account withdrawals.• Web resources: You can go online to search for locations and track your visits.• Health and wellness discounts: Save money through a nationwide complementary and alternative medicine network of 40,000 health and wellbeing providers, such as acupuncturists, massage therapists and personal trainers.	<p>Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care and J plans.</p> <p>It's easy to join the Fitness Program. Just call 888-762-BLUE (2583) Monday through Friday, between 7 a.m. and 7 p.m. CT (6 a.m. and 6 p.m. MT).</p> <p>Or, log in to your Blue Access for Members account at http://www.bcbstx.com/tamus or MyEvide to access Well onTarget, click on "Fitness Program" under "Quick Links" to search for locations. To enroll, click on "Enroll Now".</p>

FOR MORE INFORMATION

Call a BVA 24/7 at **866-295-1212**

Why it matters?

Members have access to gyms and other resources that fit their budget and preferences.

* Individuals must be 18 years old to purchase a membership. Dependents, 16-17 years old, can join but must be accompanied to the location by a parent/guardian who is also a Fitness Program member. Check your preferred location to see their membership age policy. Underage dependents can login and join through the primary member's account as an "additional member."

Well onTarget is a voluntary wellness program. Completion of the Health Assessment is not required for participation in the program.

Blue Points Program Rules are subject to change without prior notice. See the Program Rules on the Well onTarget Member Wellness Portal for more information. Member agrees to comply with all applicable federal, state and local laws, including making all disclosures and paying all taxes with respect to their receipt of any reward.

Blue Points

Rewards for Healthy Living

OVERVIEW

You can earn Blue Points through Well onTarget for completing healthy activities like taking a Health Assessment, enrolling in a self-management program, joining the Fitness Program or using a fitness tracker. You can redeem these points in the online shopping mall, which provides a wide variety of merchandise.

FEATURES

Earn Points Instantly: The program gives you points immediately, so you can start using them right away.

Get Extra Points: Don't have enough points yet for that reward you really want? No problem! You can apply the points you have and use a credit card to pay the remaining balance.

Easily Manage Your Points: The interactive Well onTarget portal uses the latest user-friendly technology to track your progress. This makes it easy to find out how many points are available for you to earn. You can also track the total number of points you've earned year-to-date. All of your points information will appear on one screen.

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, 65 Plus and J plans. Graduate student employees enrolled in the Grad Plan are not eligible for this program.

1. Log in to Well onTarget through your Blue Access for Members account at <http://www.bcbstx.com/tamus> to find all the interactive tools and resources you need to start earning Blue Points.
2. Keep yourself motivated to earn more points by heading over to the online shopping mall and checking out all the rewards you can earn for adopting—and continuing—healthy habits. The link to the shopping mall is located under the “Redeem Rewards” link.

FOR MORE INFORMATION

Call a BVA 24/7 at **866-295-1212**

Why it matters?

Members can earn points for healthy activities. Points can be redeemed for merchandise.

OTHER TEXAS A&M UNIVERSITY SYSTEM BENEFITS



In addition to the medical coverage provided through BCBSTX, you may also receive coverage for specialized services through vendors with whom TAMUS has contracted, as described in this section.

The benefits described in this section are not administered by BCBSTX. The vendors mentioned are independent companies that do not provide BCBSTX products or services. These vendors are solely responsible for the products and services described.

One-stop-shop portal for all health-related benefits, programs and resources.

OVERVIEW

MyEvive is your one-stop-shop portal for all health-related benefits, programs and resources. You can also access your Two-Step Wellness Incentive Program Personalized Checklist. Complete two activities on your MyEvive personalized checklist to ensure you have the lowest health insurance premium. MyEvive personalized checklist opportunities include preventive screenings, your annual wellness exam, nutritional counseling, flu shots and more.

FEATURES

In MyEvive, you will find several resources about your A&M System benefit programs:

- Your Two-Step Wellness Incentive Personalized Checklist
- Ability to upload multiple insurance ID cards
- Benefit resources such as your plan booklets
- One-Click Resource Card access to many of your insurance plan accounts*
- Preventive screening reminders

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, 65 Plus and J plans, with a SSN. Graduate Student Employees enrolled in the Grad Plan are not eligible for this program.

Access your health plan and other top benefits by registering for your MyEvive account at <https://tamus.myevive.com>. Click on “Sign up now”

- Enter your ID#, which is the Universal Identification Number, or UIN, on your BCBSTX health insurance card (Note: Both employee and spouse will use the employee’s UIN to register)
- Provide your information, following the instructions on the registration pages, then select “Create My Account”
- Also accessible from your TAMUS Single Sign On (SSO) account (<https://sso.tamus.edu>).



Contact MyEvive Member Services at <https://evivesupport.freshdesk.com/support/tickets/new> or 888-208-9470.

* Single sign on access must be set up by the employee using dedicated accounts to each insurance provider. The A&M System cannot set these up or access your information.

Evive is an independent company that is contracted through the Texas A&M University System. They do not provide Blue Cross and Blue Shield of Texas products or services. Evive is solely responsible for the products and services they offer. BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

OVERVIEW

When you are facing a new or existing diagnosis, a possible surgery, a chronic condition, or a change in medication, access to 2nd.MD's elite specialists and our compassionate Care Team can make a world of difference in closing in on the right diagnosis and understanding the latest evidence-based treatment options so you can quickly make an expert-informed decision about your care.

FEATURES

Expert Medical Opinions: We connect members experiencing pain or disease with top national experts via video or phone within three days on average.

Personalized Local Support: Assists members in finding the highest quality local, in-network physicians so they get the right care with the right doctor the first time.

Medical Certainty Navigation: Clinical guidance for condition-specific education, steerage with resources made available through your benefits plan.

Reach: Comprehensive, proactive outreach program that aims to engage members who are on the path to a high-cost or high-impact medical event before it happens.

HOW IT WORKS

Eligibility: 2nd.MD is confidential, fast and no additional cost to employees, retirees and their dependents covered by the A&M Care plan, J plan or 65 Plus plan.

- 1. Getting started:** To activate your account and request a consult, visit 2nd.md/tamus, download our app or call us at **866-841-2575**.
- 2. Speak with a Nurse:** Explain your medical condition and an experienced nurse will handle the rest, including collecting medical records and connecting you with a leading specialist.
- 3. Consult with an Expert**

FOR MORE INFORMATION

Call 2nd.MD at **866-841-2575**

PHARMACY THROUGH EXPRESS SCRIPTS®



Express Scripts is an independent company that contracts directly with the Texas A&M University System to administer the prescription drug program for the Texas A&M University System. Express Scripts does not offer Blue products or services and is solely responsible for the products and services that it provides. BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

Pharmacy Support Programs

Accredo Specialty Pharmacy	36
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ESI Pharmacy Home Delivery	38
Smart90 Network	39



OVERVIEW

Accredo specialty pharmacy serves you if you have complex and chronic health conditions including cancer, hepatitis C, inflammatory conditions, HIV, bleeding disorders, multiple sclerosis and more.

FEATURES

- Accredo is automatically engaged when you are prescribed a specialty medication by your physician; Accredo will proactively reach out to you to schedule your initial fill and refills
- Exclusive mobile and online support tools for patients in specific therapy classes, which offer user-friendly adherence resources
- Physician outreach, disease management, and case management to coordinate care with a patient's entire health care team
- Site of care solutions, where patients benefit from increased convenience and flexibility by moving to home service for specialty drug administration
- Patient assistance programs available to reduce patient copay and improve adherence

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, 65 Plus and J plans.

Treatment for these conditions can be difficult, and we understand that caring for these patients requires a specialized and focused approach by well-trained clinicians. At Accredo, our 15 condition-specific Therapeutic Resource Centers (TRC) allow us to deliver a level of expertise and individualized care that is unmatched in the market.

Accredo is automatically engaged when you are prescribed a specialty medication by your physician. Accredo will proactively reach out to you to schedule your initial fill and refills.

Note: Program available for commercial and EGWP plans.

FOR MORE INFORMATION

Call Accredo Customer Service: **800-803-2523**

Register online with Accredo app or online at Accredo for Members: <http://www.accredo.com>

Why it matters?

Accredo's unique combination of clinical specialization and personalized engagement helps patients make decisions about their specialty therapy that improve adherence, optimize health outcomes and reduce costs.

Express Scripts 90-Day Maintenance Benefit

Disclaimer: Express Scripts is the Pharmacy Benefit Manager for the TAMUS pharmacy program and is not a part of BCBSTX's Wellbeing Management

OVERVIEW

You can receive up to a 90-day supply of maintenance medications at both participating retail pharmacies and home delivery. If choosing 90-day at home delivery with Express Scripts, you can expect to see up to 33% reduction to copay.

FEATURES

- **Choice:** You have access to 90-day maintenance medications through participating retail locations AND home delivery service from the Express Scripts Pharmacy.
- **Adherence:** 90-day supplies for maintenance medication therapies lead to higher adherence.
- **Savings:** You will save money by filling 90 days through the participating pharmacy vs. three 30-day fills.
- **Care:** Increased clinical outcomes through greater use of the Express Scripts Pharmacy and the 90-day retail benefits.

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, 65 Plus and J plans.

To receive a 90-day supply:

1. Log in or register at <http://www.express-scripts.com/3month> to find a participating pharmacy.
2. If you would like your prescriptions conveniently delivered to you, you can call **866-544-6970** and Express Scripts will contact your doctor to get a new prescription.
3. You should ensure you have at least 30-days supply on-hand when starting home delivery. You can continue to fill your 30-day supplies at your retail pharmacy as needed without penalty.

Note: Program available for commercial plan.

FOR MORE INFORMATION

Call Express Scripts Customer Service: **866-544-6970**

Register online with Express Scripts app or online at ESI for Members: <http://www.express-scripts.com>

Why it matters?

Providing a 90-day supply of maintenance medications to members being treated for chronic conditions increases member adherence, which leads to better health outcomes. Members can receive a 90-day supply of maintenance medications through Express Scripts Pharmacy home delivery that can help them save money and increase medication adherence.

Express Scripts (ESI) Pharmacy Home Delivery

OVERVIEW

Express Scripts Home Delivery allows you to order several months of your medication in advance, avoiding refill delays and financial concerns.

Automatic Refill Program: This program helps address one of the main sources of prescription drug anxiety when using home delivery: fear of running out of medication because you forgot to refill or the medication was not delivered when expected.

Extended Payment Plan

(EPP): EPP allows you to spread your prescription payments over three credit or debit card installments so you don't have to pay all at once. And there's no waiting — your medication will be shipped after the very first payment

FEATURES

Automatic Refill Program: Upon a refill or renewal, you are presented with options for enrollment of your medications (via web or Customer Service). You can see your current enrollment and all of your opportunities at the automatic refills center on <http://www.express-scripts.com>.

EPP: When you're enrolled in EPP, it will apply to every home delivery prescription for you and your eligible dependents going forward. If at any point you wish to opt out of the program, you may call Member Services or visit <http://www.express-scripts.com>.

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, 65 Plus and J plans.

Automatic Refill Program:

- After a medication is enrolled, you receive notification via e-mail or an automated phone call about ten days before the prescription starts processing.
- The notice informs you of the impending refill and requests that you contact Express Scripts to stop or reschedule the prescription.
- You may stop the order or modify the shipping date via web or Customer Service. In addition, you can contact ESI at any other time or go to the Automatic Refills Center on <http://www.express-scripts.com> to remove a medication from the program.
- You must have good payment history to participate.

EPP:

- To enroll in EPP, go to <http://www.express-scripts.com> or contact Express Scripts Customer Service at **866-544-6970**.
- A credit or debit card must be available for Express Scripts to charge the installment payment.
- If you decide to cancel EPP, payment for the remainder of your current prescriptions will be your responsibility.
- If the payment plan ends, invoices incurred while enrolled in EPP will continue to be charged in three installments. New invoices will require your regular co-payments in full.

Note: Program available for commercial and EGWP plans.

FOR MORE INFORMATION

Call Express Scripts Customer Service: **866-544-6970**

Register online with Express Scripts app or online at ESI for Members: <http://www.express-scripts.com>.

Why it matters?

These tools help make filling a prescription as easy and as convenient as possible. They help to relieve the stress of possible financial concerns and refill delays.

OVERVIEW

If you are enrolled in the A&M Care plan, you can receive up to a 90-day supply of maintenance medications at Express Scripts Pharmacy for home delivery or Walgreens.

If choosing 90-day Express Scripts Home Delivery or a Walgreens retail location, you can expect to see up to 33% reduction in copay.

FEATURES

Choice: You have access to 90-day maintenance medications through participating Walgreens retail locations AND home delivery service from the Express Scripts Pharmacy.

Adherence: 90-day supplies for maintenance medication therapies lead to higher adherence.

Care: Increased clinical outcomes through greater use of the Express Scripts Pharmacy and the 90 day retail benefits.

Savings: You will save money by filling 90 days through the participating pharmacy vs. three 30-day fills.

HOW IT WORKS

Eligibility: Available to employees and their covered dependents enrolled in the A&M Care plan.

You can choose to receive a 90-day supply and begin saving.

1. You can log in or register at <http://www.express-scripts.com/3month> to find a participating pharmacy.
2. If they would like their prescriptions conveniently delivered to them, have them call **855-895-4647** and Express Scripts will contact their doctor to get a new prescription.
3. Members should ensure to have at least 30 days supply on hand when starting home delivery. Members can continue to fill their 90-day supplies at their retail pharmacy as needed without penalty as long as using **Walgreens** store.

Note: Program available for EGWP plans only.

FOR MORE INFORMATION

Call Express Scripts Customer Service: **855-895-4647**

Register online with Express Scripts app or online at ESI for Members: <http://www.express-scripts.com>

Why it matters?

Providing a 90-day supply of maintenance medications to members being treated for chronic conditions, increases member adherence which leads to better health outcomes.

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Inside RX Pets and SaveOn SP are programs offered by Express Scripts, an independent company, that contracts directly with the Texas A&M University System to administer the prescription drug program for the Texas A&M University System. Express Scripts does not offer Blue products or services and is solely responsible for the products and services that it provides.

BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.



Diabetes Care Value Program



OVERVIEW

The Diabetes Care Value Program is focused on improving your medication adherence and engagement in managing your diabetes.

Beginning in March, members enrolled in the Digital Obesity Solution will begin receiving enrollment information from Omada. Current enrolled digital scale users can continue with existing program through 12/31/22, but will be transitioned by end of year.

FEATURES

- Therapeutic Resource Center (TRC) clinicians specializing in diabetes provide clinical support focused on medication education and improving health outcomes for patients diagnosed with diabetes.
- Increased adherence through 90-day prescriptions.
- Access to Lifescan's Remote Monitoring program.
- Digital diabetes prevention and obesity solution.

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care and J plans.

- TAMUS members filling diabetic medications need to fill for a 90-day supply through either ESI Home Delivery or Walgreens.
- Prediabetic patients meeting criteria will receive an email or direct mail postcard inviting them to participate in the program. Program participation is voluntary.

Digital Care

for Type 1 and Type 2 enables targeted clinical interventions.



Cellular-connected scale

transfers weigh-ins to a health coach.



Note: Program available for commercial plan, not EGWP plan.

FOR MORE INFORMATION

Call Express Scripts Customer Service: **866-544-6970**

Register online with Express Scripts app or online at ESI for Members: <http://www.express-scripts.com>

Why it matters?

Improves health outcomes in TAMUS members being treated for diabetes through improved adherence, clinical support, prediabetic outreach, and enhanced member engagement.

Weight Management Care Value Program

OVERVIEW

The Weight Management Care Value Program provides tools and support to members struggling with obesity to enable better health.

Beginning in March, members enrolled in the Digital Obesity Solution will begin receiving enrollment information from Omada. Current enrolled digital scale users can continue with existing program through 12/31/22, but will be transitioned by end of year.

FEATURES

The Express Scripts TRC: Specialized, one-on-one support helps patients address and tackle their personal health barriers.

Digital Obesity Solution

- Personalized coaching from registered dietitians, nutritionists and exercise physiologists.
- Access to a comprehensive, evidence-based lifestyle change curriculum.
- A cellular-connected scale.
- A personalized, behavior-based weight loss program, approved by the Centers for Disease Control.

HOW IT WORKS

Eligibility:

Members meeting enrollment criteria for weight management support under the Weight Management Care Value program receive a letter for voluntary enrollment.

Cellular-connected scale transfers weigh-ins to a health coach.



FOR MORE INFORMATION

Call Express Scripts Customer Service: **866-544-6970**
Register online with Express Scripts app or online at ESI for Members: **express-scripts.com**

Why it matters?

Improves health outcomes for members with obesity on their weight loss journey through improved adherence, clinical support, cellular-connected scale, and enhanced member engagement.

Diabetes – Patient Assurance Program



OVERVIEW

TAMUS coverage of prescriptions for preferred insulin products and select preferred diabetic medications ensures you will never pay more than \$25 per 30-day supply. That can mean more affordable access to diabetic medications, fewer health emergencies and more money in your pocket.

FEATURES

- Lowers member cost share associated with managing diabetes for all TAMUS diabetic patients.
- Program available via Express Scripts Pharmacy home delivery and retail pharmacy options.
- No additional cost to members, part of TAMUS benefit.

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care and J plans.

When you fill your prescription for a preferred program diabetic medication, including insulin, you will pay no more than a \$25 copay per 30-day supply; \$50 for a 60-day supply, or \$75 for a 90-day supply. These copays are adjusted automatically for preferred program medications. No action is required

Diabetic medication categories currently included in the program are preferred insulins, DPP-4 inhibitors, GLP-1 agonists, and SGLT2 inhibitors.

Note: Program available for commercial plan, not EGWP plan.

FOR MORE INFORMATION

Call Express Scripts Customer Service: **866-544-6970**
Register online with Express Scripts app or online at ESI for Members: <http://www.express-scripts.com>

Why it matters?

Lowers the overall member out-of-pocket cost for managing diabetes for TAMUS members, which improves medication adherence leading to better diabetes control and improved health.

inMynd Behavioral Health Solution



OVERVIEW

ESI uses predictive analytics to identify members that might benefit from the expanded offerings of inMynd. Using claims data, ESI identifies if a member is taking a prescription related to a behavioral health condition. inMynd combines talk therapies and RX therapies to address behavioral health conditions.

FEATURES

- Proactive outreach
- 1:1 Coaching
- Specialized therapy options
- Educational resources
- Personalized support
- Digital cognitive behavioral therapy

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, 65 Plus and J plan.

What to Expect: Express Scripts may reach out to you (or your health care provider) if pharmacy claims data indicates you should consider taking advantage of any specialized care and support relating to your mental health condition.

FOR MORE INFORMATION

Call Express Scripts Customer Service: **866-544-6970**

Register online with Express Scripts app or online at ESI for Members: <http://www.express-scripts.com>

OVERVIEW

Just like humans, health care costs for pets can be expensive. Especially if you are dealing with expenses for prescriptions treating chronic conditions such as diabetes, anxiety, arthritis, or heart disease.

That's why, as a perk for you, TAMUS has partnered with Inside Rx Pets, a prescription savings program to provide pet parents discounts on brand and generic human medications prescribed for pets at 40,000 participating retail pharmacies.

FEATURES

Inside Rx Pets provides you with:

- 77% average savings on the cost of generic medications
- 15% average savings on the cost of brand medications
- Easy access to savings at one of 40,000 participating retail pharmacies

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care and J plans. Available for any “pet parent” employee as a value-add support, with no cost or obligation to employee.

If interested, employee can benefit from Inside Rx Pets savings right way. Simply present your program card along with the prescription from your veterinarian at a participating pharmacy to save!

To get started, employees should go to <https://insiderx.com/pets> for eligibility terms, participating pharmacies, medication, and pricing information.

This is not insurance – though it's an added perk to your benefit!

Note: Program available for commercial and EGWP plans.

FOR MORE INFORMATION

Call InsideRx: 800-711-3813 or email questions@insiderx.com.

Register online at <https://insiderx.com/pets>

Why it matters?

Provides any “pet parent” with savings back in their pocket for pet care needs with no additional plan cost or hidden fees.

Migraine Care Value Program



OVERVIEW

The Migraine Care Value Program is focused on improving your medication adherence and engagement in the prevention and management of your migraine headaches.

FEATURES

- Therapeutic Resource Center (TRC) clinicians specializing in migraine management provide clinical support focused on medication education.
- Increased adherence through 90-day prescriptions coupled with TRC support.

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care and J plans. You are considered to have chronic migraines if you experience four or more migraine headache days per month.

Prevention medications for migraine headaches are filled through Express-Scripts' Pharmacy for home delivery. Examples of these medications include: Aimovig, Emgality and Ajovy.

Note: Program available for commercial plan, not EGWP plan.

FOR MORE INFORMATION

Call Express Scripts Customer Service: **866-544-6970**
Register online with Express Scripts app or online at ESI
for Members: <http://www.express-scripts.com>

Why it matters?

Improves health outcomes with information on appropriate use of migraine prevention medications and improved adherence with 90 day supply of medication.

Advanced Opioid Management Program



OVERVIEW

The Advanced Opioid Management program is a comprehensive approach maximizing safety across the care continuum, minimizing early opioid and opioid adjacent therapy exposure, as well as encouraging treatment and recovery for those patients already suffering from opioid use disorder.

FEATURES

If you fill prescription(s) for an opioid, the program will:

- Limit the first fill of an opioid to seven days for adults and three days for children.
- Trigger an education letter at first fill for an opioid prescription describing risks and safety tips.
- Provide an eco-friendly disposal bag if you are likely to have unused opioid medication.

HOW IT WORKS

Eligibility: Available to all employees and their covered dependents in the A&M Care and J plans. Some elements are available to those in the 65 Plus plan.

No action is required for program participation. If you have questions about the program, please contact Express Scripts Customer Service.

Note: Program available for commercial plan with some elements available for EGWP plan.

FOR MORE INFORMATION

Call Express Scripts Customer Service: **866-544-6970**

Register online with Express Scripts app or online at ESI for Members: <http://www.express-scripts.com>

Why it matters?

Driving change in the opioid crisis requires addressing the full care continuum— influencing behavior at every touchpoint. The member education components referenced above heighten awareness of the risks associated with opioid therapy, provide safe disposal for unused opioids removing them from circulation, and facilitate specialist outreach where appropriate.

Prescription Care Management



OVERVIEW

In addition to our prescription benefit plan, the Prescription Savings Program by PCM is a program that works with employees/retirees and covered dependents, their doctors and pharmacies to save the member money on prescription drugs. PCM offers members a choice to switch from higher cost drugs to a lower cost, equally-effective therapeutic alternatives.

This program does not change the pharmacy benefits offered by the A&M System and administered by Express Scripts.

FEATURES

- Lower cost to the member
- Lower cost to the medical plan
- Equally effective medication

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, 65 Plus and J plans.

1. PCM contacts the physician for approval to change
2. If approved, PCM contacts the member
3. If member approves, PCM will take care of the prescription change at the pharmacy
4. Member receives a lower-cost equally effective medication

Should you receive a call from PCM, contact their member services department at **800-281-7050** with any questions or concerns.

Pulmonary Care Value Program



Partnership with Propeller Health

OVERVIEW

The Pulmonary Care Value Program helps those who are being treated for asthma or COPD. This program identifies new ways to improve your adherence and maximize your health and, in turn, quality of life.

FEATURES

- Increased adherence through 90-day prescriptions coupled with TRC support.
- Remote monitoring device through Propeller Health:
 - Help optimize medication use and maximize health
 - Digital/app interaction to establish healthy habits

HOW IT WORKS

- Eligibility:** Available to all employees, retirees, and their covered dependents enrolled in the A&M Care and J plans.
- Members filling asthma/COPD medications need to fill for a 90-day supply through either Express Scripts Pharmacy for home delivery or Walgreens.
 - Identified high risk asthma/COPD patients receive invitation to receive remote monitoring device through Propeller Health for use on inhaler. The results are monitored and trigger TRC pharmacist outreach with individualized support.

Note: Program available for commercial plan, not EGWP plan.

FOR MORE INFORMATION

Call Express Scripts Customer Service: **866-544-6970**
Register online with Express Scripts app or online at ESI for Members: <http://www.express-scripts.com>

Why it matters?

Improves health outcomes for members with asthma or COPD through improved adherence, clinical support, pulmonary remote monitoring, and enhanced member engagement.

SaveOnSP Copay Offset Program



Partnership with Accredo Specialty Pharmacy

OVERVIEW

TAMUS has partnered with SaveOnSP to provide a specialty pharmacy copay assistance program for a **select group** of specialty medications.

FEATURES

Copay Assistance helps you afford the cost of high-priced specialty drugs and stay more adherent.

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care and J plans.

1. Express Scripts and SaveOn will qualify and enroll approved medications.
2. Medications will be reimbursed by the manufacturer and will result in no cost to you.

Note: Any cost would be excluded from your out-of-pocket maximum though none are expected.

Note: Program available for commercial plan, not EGWP plan.

FOR MORE INFORMATION

Call Accredo Customer Service: **800-803-2523**

Register online with Accredo app or online at Accredo for Members: <http://www.accredo.com>

Why it matters?

For qualified specialty medications, this copay assistance program will help offset the cost for the patient and increase adherence for better outcome.

Supplemental Discount Program



OVERVIEW

Often, when a medication is not covered under a plan's benefit, the member has no other option than to pay full price at the pharmacy. Not only can this be expensive, but when the member pays 100% out-of-pocket, the prescription usually does not go through full clinical safety checks.

The Supplemental Discount Program (SDP) helps alleviate both of these issues. It gives members access to discounts for medicine excluded under the benefit, while ensuring these prescriptions that are not covered go through the same health and safety checks as any other medicine filled through your plan benefit.

FEATURES

- Has both participating retail and the Express Scripts Pharmacy options.
- No enrollment or membership fees.
- Works with a valid prescription from prescriber for a wide range of federal legend drugs. The most commonly processed medicines are vitamins, gastrointestinal medicines, antihistamines, lifestyle drugs, and electrolyte/caloric/H2O products. Many are over-the-counter products.
- The program retains visibility to claims that would otherwise reject, making it possible to perform more complete health and safety checks.

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, 65 Plus and J plans.

1. Send a valid prescription to the retail pharmacy or home delivery. When a script is not covered by the plan, it will process at a discount.
2. The retail pharmacist or Express Scripts may need to contact you to confirm an order.
3. The amount you pay will not apply towards deductible or out of pocket costs.
4. The order goes through same health and safety checks as any other medication filled under plan.

Some exclusions may apply and cost may vary over life of the prescription. The program excludes rejects for non-formulary medicines or products within utilization management programs so that it does not circumvent plan designs.

Note: Support available for commercial and EGWP plans.

FOR MORE INFORMATION

Call Express Scripts Customer Service: **866-544-6970**

Register online with Express Scripts app or online at ESI for Members: <http://www.express-scripts.com>.

Why it matters?

For any instance in which a member's prescription is not covered, this program is an option for that member to get medication at a discounted rate negotiated by Express Scripts with drug manufacturer and to ensure that member saves as much on cost as possible.

Therapeutic Resource Centers (TRC)



OVERVIEW

Clinical specialization is fundamental to how Express Scripts practices pharmacy providing direct member access to highly trained, disease specific pharmacists. Examples of typical calls:

- Drug interactions
- Side effects
- Disease specific drug therapy challenges
- Risks and benefits of your medication
- Help taking your medication as prescribed — which is one of the best ways to help maintain or improve your health

FEATURES

Access to our Therapeutic Resource Centers, and the expertise of our TRC specialist pharmacists, is available to all members, regardless of where they have their prescriptions filled.

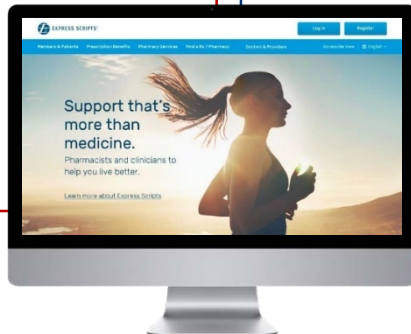
Each specialist pharmacist has had specialized training in the medications used to treat a specific condition, such as:

- High cholesterol
- High blood pressure
- Depression
- Diabetes
- Asthma
- Osteoporosis
- Cancer
- Rheumatoid Arthritis
- Multiple Sclerosis

HOW IT WORKS

Eligibility: Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, 65 Plus and J plans.

Talk with an Express Scripts pharmacist for general counseling – or a specialist pharmacist for complex concerns – by calling the number on the back of the prescription drug ID card, **866-544-6970** or log onto <http://www.express-scripts.com> and send questions via email.



Note: Support available for commercial and EGWP plans.

FOR MORE INFORMATION

Call Express Scripts Customer Service: **866-544-6970**

Register online with Express Scripts app or online at ESI for Members: <http://www.express-scripts.com>.

Why it matters?

Provides 24/7 access to pharmacist to privately and conveniently address member drug related questions.

How to Stay Connected



The Express Scripts **mobile app** helps you make better decisions for healthier outcomes – anytime, anywhere. The app is available to all commercial and Medicare members.

- Refilling a prescription in just two clicks and managing automatic refills – start, stop, change a ship date
- Price medication or find a pharmacy
- Pharmacy Care Alerts – Members can review personalized alerts to help ensure they are following the treatment plan as prescribed by their physician
- You can access your virtual member ID card
- Transfer to Home Delivery
- Claims and History – You can review their past prescription activity and payment details for up to a 24-month period

To download the Express Scripts mobile app, search for “**Express Scripts**” in your mobile device’s app store and download it for free.

First-time visitors to <http://www.express-scripts.com> or the Express Scripts mobile app must create an online account by completing a simple one-time registration. Once completed, they are automatically logged in to the member website/app. The next time you visit <http://www.express-scripts.com> or the mobile app you can log in using the username and password you provided during registration.