

# A&M CARE PLANS

2024-2025 PROGRAMS GUIDE



# A Guide to Blue Cross and Blue Shield of Texas, Express Scripts and Other Health and Wellness Programs

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**BLUE CROSS AND BLUE SHIELD  
OF TEXAS PROGRAMS**

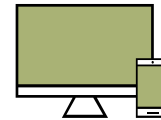
# Wellbeing Management

Provides comprehensive, effective resources to improve employee health.



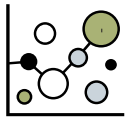
## Holistic Health Management

to deliver an employee-centered approach to care management



## Digital Enhancements

that allow employees to engage via their preferred communication channel



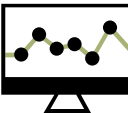
## Advanced Analytics

that allow more precise and proactive employee engagement



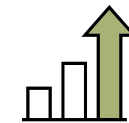
## Seamless Health Management Experience

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



## Utilization Management

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



## Comprehensive Reporting

to quantify and track all the ways employees are engaged

# 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

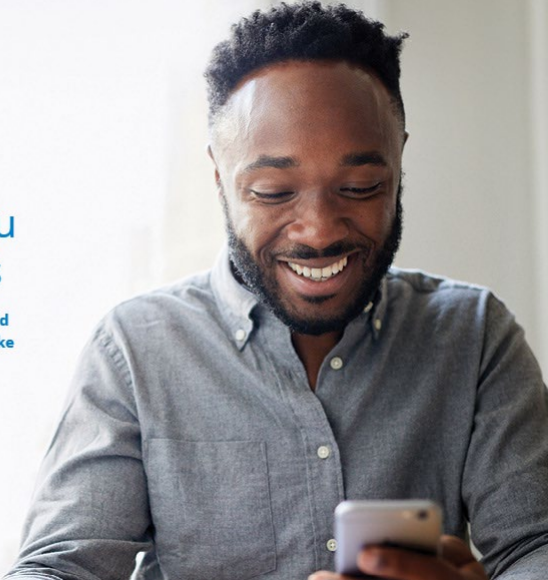
## HOW IT WORKS

- **Eligibility:** Available to all employees, retirees and their covered dependents who are enrolled in the A&M Care, or J plans. Graduate student employees enrolled in the Grad Plan and retirees enrolled in the 65 Plus Medicare Advantage Plan (PPO) are not eligible.
- Your 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, they are calling to help you take good care of your health. Please answer or call them 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.



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

If you get a call from Blue Cross and Blue Shield of Texas (BCBSTX), we're calling to help you take good care of your health. 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 had surgery

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

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 the right person.

**If they miss you, they will leave a message with a number for you to call them 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.

# 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 Medicare Advantage (PPO) or J Plan. Graduate Student Employees enrolled in the Grad Plan are not eligible for this program.
- You can call the 24/7 Nurseline anytime.
- Employees/Retirees enrolled in the A&M Care Plan can call 800-581-0368.
- Retirees enrolled in the 65 Plus Medicare Advantage (PPO) plan can call 800-631-7023.
- The number for 24/7 Nurseline can also be found on the back of your BCBSTX medical ID card.

\*24/7 Nurseline is not a substitute for a doctor's care. Talk to your doctor about any health questions or concerns.

# 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.

Have questions  
about your  
benefits?

Call **866-295-1212**  
24/7 to talk with  
a **Benefits Value  
Advisor.**



## 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 prior authorization
- Review your Explanation of Benefits (EOB) 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 and retirees enrolled in the 65 Plus Medicare Advantage Plan (PPO) are not eligible.
- 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 BVAs can also be found on the back of your BCBSTX medical ID card

\*Benefits Value Advisors offer cost estimates for procedures and services from various providers and facilities. Lower pricing and cost savings are dependent on the provider or facility you choose. Benefits Value Advisors do not give medical advice. Talk to your doctor or health care professional about any health questions or concerns.

\*\*Excludes major U.S. holidays.



# Blue365<sup>®</sup> 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 prior authorization
- 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 Medicare Advantage (PPO) and J plans. Graduate Student Employees enrolled in the Grad Plan are not eligible for this program.
- You can sign up for Blue365 at [blue365deals.com/BCBSTX](https://blue365deals.com/BCBSTX)
- To register, you will need the first three characters of your identification number on your BCBSTX insurance card.
- Weekly “Featured Deals” will be emailed to you

# Identity Protection Programs



## OVERVIEW

IdentityWorks and IdentityWorks Minor Plus by Experian are identity protection products available to you and your minor dependents with your BCBSTX health plan.

## FEATURES

### IdentityWorks

- Credit monitoring
- Identity repair
- Up to \$1 million identity theft insurance

### IdentityWorks Minor Plus

- Internet surveillance
- Minor SSN monitoring
- Up to \$1 million in identity theft insurance

## HOW IT WORKS

- **Eligibility: IdentityWorks** is available to employees, retirees, and their covered dependents over the age of 18 in the A&M Care, 65 Plus Medicare Advantage Plan (PPO) 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
- You may enroll through Blue Access for Members<sup>SM</sup> (BAM<sup>SM</sup>) at [bcbstx.com/tamus](http://bcbstx.com/tamus). Log in to BAM and click **Coverage**. Then click **Coverage and Benefits**. Scroll down to **Identity Protection** and click the dropdown arrow 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**

Retirees enrolled in the 65 Plus Medicare Advantage (PPO) plan can call 800-631-7023

## Why it matters?

You have access to identity protection services for you and your family members.

Experian is an independent company that provides identity protection services for BCBSTX. Program is only available to employees and their families who are covered by BCBSTX.

# Identity Protection through Experian (cont.)



BlueCross BlueShield  
of Texas

## FREQUENTLY ASKED QUESTIONS

### **Q: What does Experian IdentityWorks include ?**

A: The IdentityWorks program includes credit monitoring, identity restoration and up to \$1 million in Identity Theft Insurance.

### **Q: Who is eligible?**

A: These identity protection services are available to all Group & Retail members as long as they remain an eligible BCBSTX member through their employer (or plan). The coverage will include eligible adults and covered dependents who have a BCBSTX health insurance policy through their employer.

### **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. You must re-enroll each year.

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

A: If the provided activation code doesn't work, call the customer service number on your ID card so that the appropriate team can investigate the issue.

### **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 account? Do I need to do something else to enroll?**

A: Even after you enroll, you will still see "Get code" and when clicked, show your activation code. You don't need to do anything else.

### **Q: Will this take care of my enrollment in these services going forward, or will I have to re-enroll each year?**

A: Members have to complete this same enrollment process each year, which means setting up a username and password for IdentityWorks services annually.

### **Q: Each year, is the enrollment period the same for all members, or does each member's enrollment expire 12 months after they sign 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. Members must complete this enrollment process each year, which means creating a new login/password for IdentityWorks services annually.

### **Q: How do I know when I need to re-enroll?**

A: Members receive a BAM notification one month before their subscription expires.

### **Q: If I need more information about an Experian product, alerts or identity protection concern (not to enroll since the enrollment process is to be completed online in BAM), how can I get it?**

A: Members can call the Experian Help Number at [1-877-890-9332](tel:1-877-890-9332) 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.

- Register or log in to Blue Access for Members at [bcbstx.com/tamus](https://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 or face recognition
  - Download and share your Explanation of Benefits\*
  - Get push notifications and access to Message Center
  - Available in Spanish
- You can access Provider Finder<sup>®</sup> to search for in-network physicians, specialists or hospitals. Log in to your BAM account and click on **Doctors and Hospitals** or go to [my.providerfinderonline.com/?ci=tamus-txw](https://my.providerfinderonline.com/?ci=tamus-txw). Retirees in the 65 Plus Medicare Advantage Program (PPO) visit the 65 Plus MAP [provider finder](#).
- Text\*\* **BCBSTXAPP** to **33633** to get the app

\* Currently only available on iPhone<sup>®</sup>. 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](https://bcbstx.com/mobile/text-messaging).  
Members may update their preferences anytime at [bcbstx.com/preferences](https://bcbstx.com/preferences).

# PARTNER PROGRAMS



## A personalized wellbeing experience

### OVERVIEW

Experience more healthy moments with the new WebMD ONE wellness portal. WebMD ONE will help you connect with your TAMUS benefits and support your unique health-related activities.

#### TAMUS TWO-STEP WELLNESS PROGRAM

Receive the lowest rate on your medical plan premium by completing two wellness activities by June 30 of each year.

1. Complete your Annual Wellness Exam – this step is required.
2. Complete a second wellness activity of your choice. Visit the **Incentive** page for the full list of activities.

The Two-Step Wellness Program is available to all active employees or spouses enrolled in A&M Care Plan.

### FEATURES

Take advantage of all the free health tools and resources WebMD ONE has to offer:

- Get a snapshot of your health – The Health Assessment is a quick questionnaire that gives you a personalized health report and recommendations.
- See daily progress – With our Daily Habits tool, you can choose a health goal, see your day-to-day progress, and stay on track with helpful reminders.
- Explore the media toolbox – Enjoy a library of exercise videos, mental health podcasts and more.

### HOW IT WORKS

Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, and J Plan. Graduate student employees enrolled in the Grad Plan and retirees enrolled in the 65 Plus Medicare Advantage Plan (PPO) are not eligible for this program.

Access your health plan and other top benefits by registering for your WebMD ONE account at [webmdhealth.com/TAMUS](http://webmdhealth.com/TAMUS) and select **Create Account**. or employees can login through [sso.tamus.edu](http://sso.tamus.edu).

- Follow the instructions on the registration page to enter your Registration ID and create a username and password.
- Mobile App: Download the **Wellness At Your Side** app from the App Store or Google Play Store, use connection code: **TAMUS**

### FOR MORE INFORMATION

Call WebMD Customer Service at 888-321-1492.

## 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.<sup>1</sup> There is a \$10 copay per visit for medical and behavioral health. Copay for 65 Plus MA plan \$10 copay for urgent care and \$0 copay for behavioral health.

**MDLIVE doctors' specialties** include primary care, pediatrics, behavioral health, 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 for medical and behavioral health  
65 Plus MA Plan \$10/medical; \$0 behavioral health**

**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)

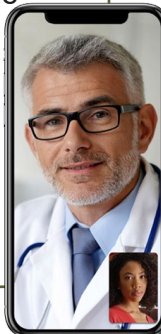
### HOW IT WORKS

**Eligibility:** Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, 65 Plus Medicare Advantage (PPO) and J plans. Graduate Student Employees enrolled in the Grad Plan are not eligible for this program.

**How to activate your account:**

You will need your BCBSTX member ID number to register.

- Website: [mdlive.com/bcbstx](https://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: [mdlive.com/bcbstx](https://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.

<sup>1</sup> 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](https://MDLIVE.com/bcbstx).

Virtual Visits may be limited by plan. For providers licensed in New Mexico and the District of Columbia, Urgent Care service is limited to interactive online video; Behavioral Health service requires video for the initial visit but may use video or audio for follow-up visits, based on the provider's clinical judgment. Behavioral Health is not available on all plans.

## Remote End-to-End Musculoskeletal (MSK) Clinic Solution

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

### OVERVIEW

From preventing an injury to addressing acute or chronic pain to providing rehabilitation support after surgery, Hinge Health can help by pairing a complete clinical care team with advanced technology to deliver an all-in-one solution.

- **Dedicated physical therapist** for 1:1 video visits
- **Dedicated health coach** trained in motivation and behavioral support
- **Customized exercise therapy** with wearable sensors for real-time feedback
- **Wearable pain management technology** for immediate pain relief
- **Education** on lifestyle, condition and pain management
- **Expert Medical Opinion** with in-house orthopedic surgeons
- **Annual (365-day) access** after enrolling in a program

### FEATURES

#### \$0 out-of-pocket cost\*

Hinge Health is a digital health company providing a musculoskeletal clinic program that turns established, proven, non-surgical care guidelines into a coach and physical therapist led program delivered remotely using mobile, wearable and computer guided technology.

The Hinge Health MSK Clinic combines:

- **Prevention:** Software-only program with access to job specific exercises and education to learn healthy habits and prevent injury
- **Chronic:** Enhanced flagship program that includes 12-week intensive phase and annual access to technology guided exercise therapy, physical therapy video visits, one-on-one health coaching and personalized education
- **Acute:** Customized exercise therapy with access to one-on-one physical therapy video visits for one year; and physician's opinion before members commit to unnecessary elective MSK surgery
- **Surgical rehab:** One month prior to surgery and three months after surgery that includes technology guided exercise therapy, physical therapy video visits and one-on-one health coaching
- **Expert Medical Opinion:** Free access to an expert physician

### HOW IT WORKS

**Eligibility:** Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, 65 Plus Medicare Advantage (PPO) 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 [hingehealth.com/tamus](https://hingehealth.com/tamus). When you sign-up, you'll complete a screening questionnaire. Retirees enrolled in the 65 Plus MAP visit, [hingehealth.com/for/tamusmedicare](https://hingehealth.com/for/tamusmedicare)
2. After enrollment, download the Hinge Health app and log in to get started.

**What to expect:** Get complete clinical care for everything from sprains and chronic pain to post-surgery rehab and fall prevention. With the behavioral support to overcome barriers and make changes stick. Instant access from anywhere for added support, and advanced technology, like wearable pain relief and motion tracking, to get you moving. The result? The best long-term outcomes for you.

### FOR MORE INFORMATION

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

Link to apply: [hingehealth.com/tamus](https://hingehealth.com/tamus)

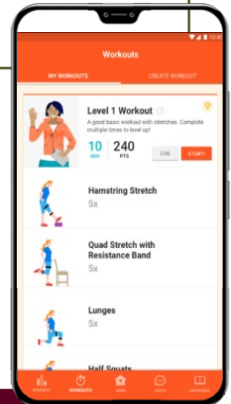
Retirees enrolled in the 65 Plus Medicare Advantage (PPO) visit, [hingehealth.com/for/tamusmedicare](https://hingehealth.com/for/tamusmedicare) or call 855-902-2777.

### Why it matters?

Clinical studies show that Hinge Health helps members relieve their back and joint pain, improve their mental wellbeing and reduce their interest in surgery. These clinical studies demonstrated a 68% decrease in pain, 58% decline in anxiety and depression, and a 67% decrease in intent to pursue surgery.<sup>1</sup>

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

<sup>1</sup>Bailey et al. (2020) 12-week digital care for chronic back and knee MSK pain. JMIR. (N=10,264)





# Learn to Live

## Retrain Your Brain



### OVERVIEW

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. You can learn new skills to break old patterns that may be holding you back.

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 misuse

### 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 Medicare Advantage (PPO) and J plans.

Log in to your Blue Access for Members account at [bcbstx.com/tamus](https://bcbstx.com/tamus) to get started. Click **Wellness** and choose **Digital Mental Health**.

#### Register a Minor

BCBSTX members 13 to 17 years old can also use the programs. Once you've logged in to Learn to Live using the steps above, go the **Resources** tab. Then find the **Register a Minor** link to send your teen a registration email.

### FOR MORE INFORMATION

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

Retirees enrolled in the 65 Plus Medicare Advantage (PPO) plan can call 800-631-7023.

### Why it matters?

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

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

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

## 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

Teladoc Health 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. This program is offered at no cost to you.

**Get unlimited support, strips, and lancets with Teladoc Health 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 Teladoc Health diabetes program includes:**

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

**The Teladoc Health 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 Medicare Advantage (PPO) 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.

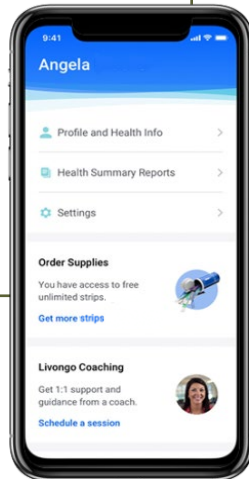
**Getting Started:**

1. Teladoc Health 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 Teladoc Health member website, [Teladochealth.com](https://teladochealth.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 [Teladochealth.com](https://teladochealth.com)
- On your Teladoc Health meter
- On the Teladoc Health mobile app, or
- By calling Teladoc Health member support at **1-800-TELADOC**

**How to cancel:** You may cancel at anytime, call Teladoc Health at **1-800-TELADOC**.



### FOR MORE INFORMATION

Call a BVA 24/7 at **866-295-1212**, or go to: [Teladochealth.com](https://teladochealth.com).

Retirees enrolled in the 65 Plus Medicare Advantage (PPO) plan can call 800-945-4355.

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

# Women's & Family Health: Ovia Health Apps

## Pregnancy, Parenting and Women's Health Support

oviahealth™

### OVERVIEW

Wherever you are in your journey, you should prepare as much as you can. BCBSTX has tools to help you – at no extra cost to you.

Ovia Health™ apps are for tracking your cycle, pregnancy, parenting and menopause support. These apps are included in your health plan benefits, offered through BCBSTX.

### FEATURES

#### **\$0 out-of-pocket cost to you**

**Ovia:** Track your cycle, predict when you are more likely to get pregnant or receive menopause support when the time comes.

**Ovia Pregnancy:** Monitor your pregnancy and baby's growth week by week leading up to your baby's due date.

**Ovia Parenting:** Keep up with your child's growth and milestones.

### 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 and retirees enrolled in the 65 Plus Medicare Advantage Plan (PPO) are not eligible for this program.

Download any of the Ovia Health mobile apps from the Apple App Store or Google Play.

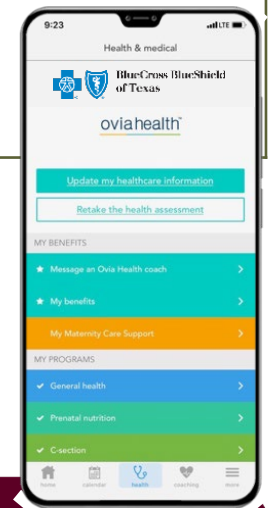
1. During sign-up, make sure to choose "I have Ovia Health as a benefit."
2. Select BCBSTX as your health plan
3. Enter **Texas A&M** to search for your specific location.

### 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.



## 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 – \$30**
- Surgery prevention programs
- Custom injury prevention and employee engagement programs
- Real-time reporting on employee 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, and J plans. Graduate student employees on the Grad Plan can participate for a \$35 copay. Retirees enrolled in the 65 Plus Medicare Advantage Plan (PPO) check with your provider.

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.

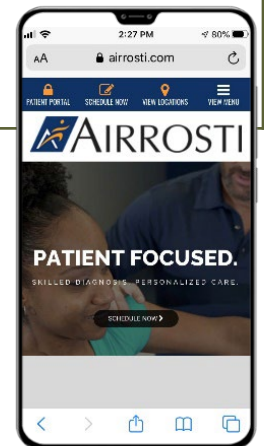
### FOR MORE INFORMATION

Call a BVA 24/7 at **866-295-1212**, or go to: [airrosti.com](https://airrosti.com).

Retirees enrolled in the 65 Plus Medicare Advantage (PPO) Plan can call 800-631-7023

### Why it matters?

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



## Preventive Wellness Exams

### OVERVIEW

A comprehensive health evaluation, administered at your workplace by a licensed health technician and reviewed one-on-one a few days later with a board-certified nurse practitioner at a time that is convenient for you.

Getting your wellness exam with Catapult can count toward your Two-Step Wellness Program premium reduction.

### FEATURES

#### **\$0 out-of-pocket cost to you**

- Lab-accurate values
- 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 during consultation
- 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. A Catapult Health Tech will check your blood pressure, collect a small blood sample, and take physical measurements.
5. You will select a date and time to meet virtually with a Nurse Practitioner to review your results via smartphone, tablet, or computer.
6. Results are delivered during your Nurse Practitioner consultation.
7. 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?

You 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 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.

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](mailto:support@wondrhealth.com).

### HOW IT WORKS

**Eligibility:** Available to all employees, retirees, and their covered dependents enrolled in the A&M Care, 65 Plus Medicare Advantage Plan (PPO) 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. You will be able to view your Week 1 video and access your dashboard on your start date.

**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](http://wondrhealth.com/tamus)

**How to cancel:** You can stop the program at anytime.

### FOR MORE INFORMATION

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

Retirees enrolled in the 65 Plus Medicare Advantage (PPO) plan can call 800-631-7023

### Why it matters?

Inspiring Results<sup>1</sup> – Participants lose an average of 10.6 pounds (5.2% of total body weight) in the first 9 weeks. 50.7% of all participants with metabolic syndrome reversed their condition, and 39% participants reversed pre-diabetes.

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

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

# WELLNESS PROGRAMS



# SilverSneakers by Tivity Health



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

## OVERVIEW

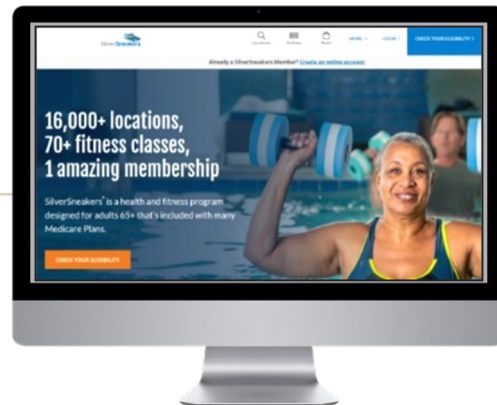
With **SilverSneakers**<sup>1</sup>, you get unlimited access to every gym and fitness center in the SilverSneakers network – over 15,000 locations nationwide. Amenities include weights, treadmills, pools and more.

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 membership<sup>2</sup> which includes:**

- Access to more than 15,000 fitness locations nationwide
- 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 Medicare Advantage (PPO) plans.

**How to use the SilverSneakers benefit:**

Online: Log in to [SilverSneakers.com](https://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 [SilverSneakers.com](https://www.silversneakers.com) and click “Fitness Locations”

## FOR MORE INFORMATION

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

[SilverSneakers.com](https://www.silversneakers.com).

Retirees enrolled in the 65 Plus Medicare Advantage (PPO) plan can call 800-631-7023

## Why it matters?

We support you wherever you are in your wellbeing journey. Partnering with SilverSneakers just makes getting there easier. Log in to [SilverSneakers.com](https://www.silversneakers.com) today to learn more about this great benefit offered at no cost to you.

<sup>1</sup> 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.

<sup>2</sup> 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.



# 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

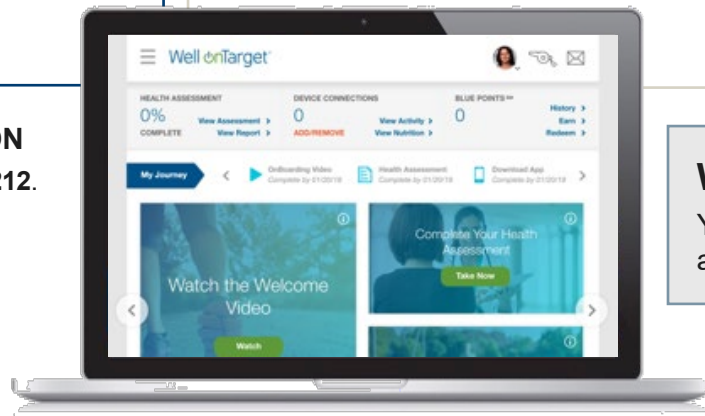
## HOW IT WORKS

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

1. Log in to your Blue Access for Members account at [bcbstx.com/tamus](http://bcbstx.com/tamus) or via WebMD ONE to access Well onTarget.
2. Click on **Wellness**.
3. Click on **Visit Well onTarget**.
4. 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.
5. Completing Well onTarget activities gives you Blue Points<sup>SM</sup>
6. Download the Always On app from the App Store or Google Play Store.

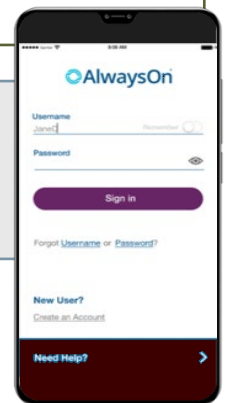
## FOR MORE INFORMATION

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



## Why it matters?

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



# 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:

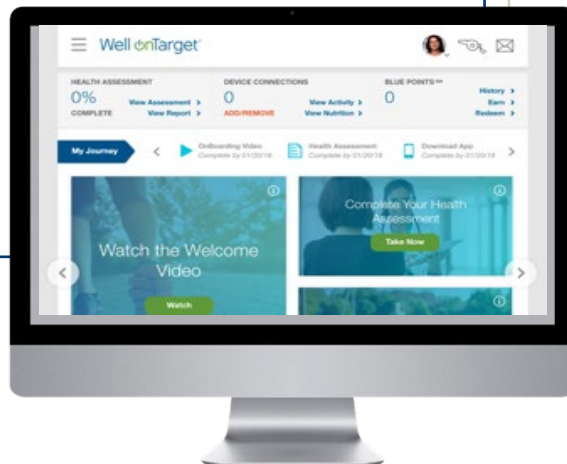
- Stress management
- Physical activity
- Nutrition
- Weight management
- Tobacco cessation
- Blood pressure, cholesterol and other chronic conditions

## HOW IT WORKS

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

Log in to your Blue Access for Members Account at [bcbstx.com/tamus](https://bcbstx.com/tamus) or WebMD ONE to access Well onTarget.

1. Log in to your Blue Access for Members account at [bcbstx.com/tamus](https://bcbstx.com/tamus) or via WebMD ONE to access Well onTarget.
2. Click on **Wellness**.
3. Click on **Visit Well onTarget**.
4. 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.
5. Completing Well onTarget activities gives you Blue Points<sup>SM</sup>
6. Well onTarget has a mobile app (Always On). Download the Always On app from the App Store or Google Play Store.



## Why it matters?

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

## FOR MORE INFORMATION

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

Retirees enrolled in the 65 Plus Medicare Advantage (PPO) plan can call 800-631-7023.

# Women's & Family Health: Support and Courses



## Healthy Pregnancy and Parenting Support

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

### OVERVIEW

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

### FEATURES

#### **\$0 out-of-pocket cost to you**

- **High-risk Maternity Management** – If your pregnancy is high-risk, BCBSTX will provide support from maternity specialists to help you care for yourself and your baby
- **Well onTarget®** has self-guided courses about pregnancy that you can take online, covering topics such as healthy foods, body changes and labor

### 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 and retirees enrolled in the 65 Plus Medicare Advantage Plan (PPO) 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 at **866-295-1212** and ask for more information about the program or
- Download the **Ovia** apps from the App Store or Google Play 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.

# BCBSTX Fitness Program

## OVERVIEW

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.

The program is available exclusively to members and covered dependents (age 16 and older).\*

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.

Other program perks include:

- Flexible gym network
- Studio class network
- Family friendly
- Convenient payment

## FEATURES

Flexible options include a choice of four tiers of gyms (base, core, power and elite), studio classes and bundled discounts for dependents.

Other program perks include:

- 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

## 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 and retirees enrolled in the 65 Plus Medicare Advantage Plan (PPO) are not eligible for this program.

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).

Or, log in to your Blue Access for Members account at [bcbstx.com/tamus](http://bcbstx.com/tamus) or via WebMD ONE to access Well onTarget. Click **Learn More** on the **Fitness Program** tile under **Wellness** to learn more to search for locations, or to get started

## FOR MORE INFORMATION

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

## Why it matters?

You have access to gyms and other resources that fit your 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 and J plans. Graduate student employees enrolled in the Grad Plan and retirees enrolled in the 65 Plus Medicare Advantage Plan (PPO) are not eligible for this program.

1. Log in to Well onTarget through your Blue Access for Members account at [bcbstx.com/tamus](http://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?

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

# OTHER TEXAS A&M UNIVERSITY SYSTEM BENEFITS



# Cylinder

## The digestive health experts

### OVERVIEW

Cylinder offers digestive health support all done through an app - private and \$0 out-of-pocket cost. Get unlimited access to a Registered Dietitian, dedicated Health Coach, Physicians, and a GutCheck microbiome test (\$150 value no cost to you).

Learn more at [go.cylinderhealth.com/tamus](https://go.cylinderhealth.com/tamus).



### FEATURES

Suffer from digestive issues? Take advantage of what Cylinder has to offer

Get a snapshot of your health – The Health Assessment is a quick questionnaire that gives you a personalized health report and recommendations.

- Dedicated Health Coach & Registered Dietician
- GutCheck microbiome test & analysis
- Personalized meal and health plans
- No cost to you



### HOW IT WORKS

Available to all employees, retirees, and their covered dependents (age 18+) enrolled in the A&M Care, and J Plan. Graduate student employees enrolled in the Grad Plan and retirees enrolled in the 65 Plus Medicare Advantage Plan (PPO) are not eligible for this program.

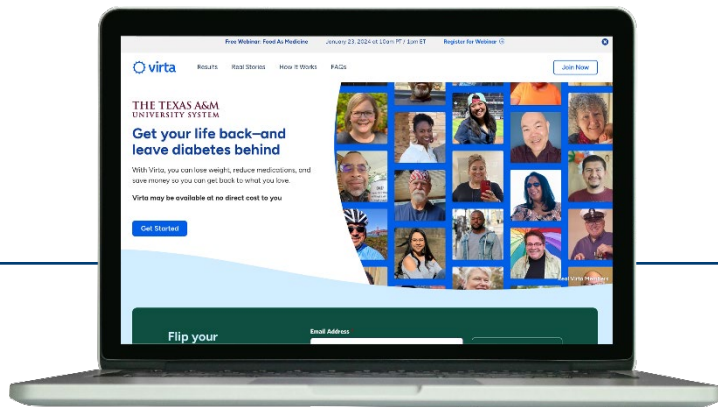
To claim your benefit:

- Go to [go.cylinderhealth.com/tamus](https://go.cylinderhealth.com/tamus) or
- Mobile App: Download the app from the App Store or Google Play Store; use company code: **TAMUS**
- Cylinder member customer service number 833-336-9488

## OVERVIEW

Virta Health is an online clinic that can give members a drug-free way to reverse type 2 diabetes\* and \$0 out-of-pocket cost.

With Virta, members *eat* their way to lower blood sugar and weight loss without medications by following a nutrition plan created just for them with the support of medical clinicians, coaches, and digital health tools.



## FEATURES

### What Virta members get at no-cost:

- A nutrition therapy plan backed by clinical research
- Tips to make meals tasty and healthier
- Personalized clinician care and coaching
- Daily support via mobile/desktop app
- Meter, scale, and testing supplies



## HOW IT WORKS

**Eligibility:** Virta is available to employees, spouses, retirees, or dependents with type 2 diabetes between the ages of 18 and 79 who are enrolled in a A&M care or J Plan. Graduate student employees enrolled in the Grad Plan are NOT eligible at this time.

- Access Virta by visiting [virtahealth.com/join/tamus](https://virtahealth.com/join/tamus) and selecting “Join now”
- Fill out a brief form with your personal medical information to confirm eligibility
- Schedule a conversation with a Virta intake specialist and then Virta clinician
- Receive your no-cost Virta starter kit and exclusive access to the Virta mobile app
- Work with your dedicated health coach to set goals and create a personalized plan

*\*Reversal on Virta is defined by reaching an A1c below 6.5% without the use of diabetes medications beyond metformin. Diabetes and related issues can return if lifestyle changes are not maintained.*

Visit [virtahealth.com/join/tamus](https://virtahealth.com/join/tamus) to learn more and get started!



## 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. 2<sup>nd</sup>.MD is available to you at \$0 out-of-pocket cost.

## 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, 65 Plus Medicare Advantage Plan and J Plan. Graduate student employees enrolled in the Grad Plan are not eligible for this program

**Getting started:** To activate your account and request a consult, visit [2nd.md/tamus](https://2nd.md/tamus), download our app or call us at **866-841-2575**.

- 1. 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.
- 2. Consult with an Expert**

## FOR MORE INFORMATION

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

Retirees enrolled in the 65 Plus Medicare Advantage (PPO) plan can call 800-631-7023

PHARMACY  
THROUGH  
EXPRESS SCRIPTS®



# Pharmacy Support Programs

<b>Accredo Specialty Pharmacy</b>	36
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## 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.

Register with Accredo app or online at Accredo for Members: [www.accredo.com](http://www.accredo.com).

Note: Program available for commercial and EGWP plans.

## FOR MORE INFORMATION

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

## 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



Express Scripts is the Pharmacy Benefit Manager for the TAMUS pharmacy program

## 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 of your copay.

Please note that CVS is not a 90-day participating pharmacy for your plan, however, you will be able to use any other retail chain for 90-day supplies as long as within network.

## 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 home delivery with Express Scripts vs. 90-day fills at retail.
- **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 Plan, J Plan and 65 Plus Medicare Advantage Plan (PPO). Graduate student employees enrolled in the Grad Plan not eligible for this program.

To receive a 90-day supply:

1. Log in or register at [express-scripts.com/3month](https://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.
- Register with Express Scripts online at ESI for Members: [express-scripts.com](https://express-scripts.com), or
  - Mobile App: Download the **Express Scripts** app from the App Store or Google Play Store

## FOR MORE INFORMATION

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

Note: Program available for commercial plan. Not available for Part D

## 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.

# Express Scripts (ESI) Pharmacy Home Delivery



## OVERVIEW

Express Scripts Home Delivery allows you to order three 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 [express-scripts.com](https://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 [express-scripts.com](https://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 Medicare Advantage Plan (PPO) 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 the web or by contacting Customer Service. You may also contact ESI at any other time or go to the Automatic Refills Center on [express-scripts.com](https://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 [express-scripts.com](https://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**

## 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.

# Broad Performance Medicare Network



## OVERVIEW

If you are enrolled in the 65 Plus Medicare Advantage Plan (PPO), you can receive up to a 90-day supply of maintenance medications at Express Scripts Pharmacy for home delivery or any participating local pharmacy within network such as CVS, HEB, Walgreens, or more.

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 65 Plus Medicare Advantage Plan.

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

1. You can log in or register at [express-scripts.com/3month](https://express-scripts.com/3month) to find a participating pharmacy.
2. If you would like your prescriptions conveniently delivered to you, please call **855-895-4647** 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 90-day supplies at any retail pharmacy as needed within your network.

Note: Program available for EGWP plans only.

## FOR MORE INFORMATION

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

## 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.

# Pharmacy Plan Programs

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# Diabetes Care Value Program



## OVERVIEW

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

## 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 (more details on next slide)
- Digital diabetes prevention

## 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 and retirees enrolled in the 65 Plus Medicare Advantage Plan (PPO) are not eligible for this program.

- TAMUS members filling diabetetic 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
- Register with Express Scripts app or online at ESI for Members: [express-scripts.com](https://www.express-scripts.com).

### Digital Care

for Type 1 and Type 2 enables targeted clinical interventions.



### Cellular-connected scale

transfers weigh-ins to a health coach.



## FOR MORE INFORMATION

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

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

## Why it matters?

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

# LifeScan Remote Monitoring



## OVERVIEW

Access to the LifeScan Remote Monitoring Program is offered to eligible targeted members as part of the Diabetes Care Value Program. It is focused on improving medication adherence and member engagement in managing diabetes.

## FEATURES

- Complimentary meter (test strips are **not** included in the program).
- Meters work in conjunction with the OneTouch Reveal® mobile application which helps members spot blood sugar patterns.
- Express Scripts Therapeutic Resource Center (TRC) pharmacist will monitor members blood sugar readings and offer educational clinical support when needed.
- Members are also able to share data and progress with family, friends or their trusted care network.

## HOW IT WORKS

- Targeted members will be invited to enroll in the Diabetes Remote Monitoring with LifeScan program via an email or a postcard with their access code.
- Members can also check if they are eligible for this program under the Health Solutions tab of the Express Scripts website [express-scripts.com](https://www.express-scripts.com)
- Enrolled members will receive a complimentary Blue-tooth enabled OneTouch Verio Flex® meter or, on rare occasions, a OneTouch Verio Reflect® meter.
- If a member is having difficulty with their device, they can reach out to the Express Scripts TRC Diabetes team at **855-723-6099**. They can contact the same number for a replacement device.

## FOR MORE INFORMATION

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

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

## Why it matters?

Improves health outcomes in TAMUS members being treated for diabetes through improved adherence, clinical support, 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.

## FEATURES

The Express Scripts Therapeutic Resource Center specializes in one-on-one support to help 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.

Register with Express Scripts app or online at ESI for Members: [express-scripts.com](https://www.express-scripts.com).

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



## FOR MORE INFORMATION

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

## 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.

*Participating diabetic medications included in Patient Assurance Program include preferred select preferred insulins, DPP-4 inhibitors, GLP-1 agonists, and SGLT2 inhibitors based upon manufacturer participation.*

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

## FOR MORE INFORMATION

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

Register with Express Scripts app or online at ESI for Members: [express-scripts.com](https://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.

# EncircleRx Weight Loss



## OVERVIEW

Saxenda, Wegovy, and Zepbound are medications approved by the U.S. Food and Drug Administration (FDA) for weight management. These medications, along with healthier behaviors, including a reduced-calorie diet and increased physical activity, help address chronic weight management issues.

## Features

For Saxenda, Wegovy, or Zepbound to be covered a member must:

- Join and actively participate in the Omada® online lifestyle modification program which is available at no extra cost;

**and**

- Have a body mass index (BMI) of 32 or higher – **or** a BMI of 27 or higher, *along with two weight-related health issues. Documentation is required from their physician as part of the prior authorization process to verify the above criteria is met.*

## HOW IT WORKS

Members receive an access code for Omada® via the Health Solution tab of the Express Scripts website within 48 hours of a rejected claim at the pharmacy. The member then registers for Omada® via [omadahealth.com/esi](https://omadahealth.com/esi) or the Omada mobile app. Once Omada enrollment is completed, the member can work with their physician on obtaining a prior authorization. Members will need an approved prior authorization before they can fill their medication.

Members also need to remain actively engage in Omada® to maintain coverage for their weight loss medications. This includes:

- Using the Omada® app **four times in a rolling 30-day period**, by doing lessons or engaging with their health coach, peer group or online community; and
- Weighing in **four times in a rolling 30—day period**, using the smart scale provided by Omada® .

\*Note: Omada® access is not open to the entire TAMUS population, only those who meet the criteria, which one way is having a denied weight-loss medication claim.

## FOR MORE INFORMATION

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

Register with Express Scripts app or online at ESI for Members: [express-scripts.com](https://express-scripts.com).

## Why it matters?

Improves health outcomes for members with obesity on their weight loss journey through improved adherence, member engagement, and lifestyle modification.

# 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 through SilverCloud (details on next slide)

## HOW IT WORKS

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

**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 behavioral health condition.

## FOR MORE INFORMATION

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

Register with Express Scripts app or online at ESI for Members: [express-scripts.com](https://www.express-scripts.com).

## OVERVIEW

Members that enroll in Digital Cognitive Behavioral Therapy (dCBT) with SilverCloud and Express Scripts receive access to a web and app-based program that focuses on anxiety, depression, and insomnia. It teaches skills that help members change their own thinking, emotions, and behavior to improve mental health.

## FEATURES

The program features for enrolled members include:

- App-based programs available 24-hours a day, 7 days a week
- Access to comprehensive, evidence-based cognitive behavioral therapy curriculum
- Dedicated, personalized engagement support from behavioral health experts.
- Optional online coaching and support available through the platform.
- Medication counseling from our Neuroscience Therapeutic Resource Center (TRC) pharmacists.

## HOW IT WORKS

- Express Scripts will reach out via email or letter with access code if data indicates that a member may benefit from this program.
- Members can also check for access under the Health Solutions tab of the Express Scripts website [express-scripts.com](https://www.express-scripts.com).
- When members enroll into SilverCloud, they will complete a questionnaire, and if the results indicate they are too high-risk, they will be excluded from the program. Members will be directed to contact appropriate mental health resources.

## FOR MORE INFORMATION

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

Register with Express Scripts app or online at ESI for Members: [express-scripts.com](https://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.

Note: Program available for commercial and EGWP plans.

## FOR MORE INFORMATION

Call InsideRx: 800-722-8979 or email [questions@insiderx.com](mailto:questions@insiderx.com)

## 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 [insiderx.com/pets](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!

## 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.



# Neurologic Care Value Program

formerly named Migraine Care Value



## OVERVIEW

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

## FEATURES

- Therapeutic Resource Center (TRC) clinicians specializing in migraine management provide clinical support focused on medication education
- Increased adherence with TRC clinical support including new-to-therapy patient coaching

## 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 and retirees enrolled in the 65 Plus Medicare Advantage Plan (PPO) are not eligible for this program

Medications included in Neurologic Care Value Program can be filled at any participating network pharmacy. Examples of these medications include CGRP products used for migraine prevention and treatment along with Briviact and Vimpat for epilepsy.

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

## FOR MORE INFORMATION

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

Register with Express Scripts app or online at ESI for

Members: [express-scripts.com](https://www.express-scripts.com).

## Why it matters?

Improves health outcomes by clinical support through TRC pharmacist clinical support promoting new-to-therapy coaching and focus on medication adherence for migraine and epilepsy medications.

# 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 four fills 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
  - Proactive clinical support through ESI's Neuroscience Therapeutic Resource Pharmacists (TRC)

## 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 Medicare Advantage Plan (PPO). Graduate student employees enrolled in the Grad Plan are not eligible for this program.

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 with Express Scripts app or online at ESI for Members: [express-scripts.com](https://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.

# Pulmonary Care Value Program



## 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.
- Clinical support through Pulmonary Therapeutic Resource Center.

## 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 and retirees enrolled in the 65 Plus Medicare Advantage Plan (PPO) are not eligible for this program.
- Members filling asthma/COPD medications need to fill for a 90-day supply through either Express Scripts Pharmacy for home delivery or Walgreens

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

## FOR MORE INFORMATION

Call Express Scripts Customer Service: **866-544-6970**  
Register with Express Scripts app or online at ESI for Members: [express-scripts.com](https://www.express-scripts.com).

## Why it matters?

Improves health outcomes for members with asthma or COPD through improved adherence, clinical support 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. Graduate student employees enrolled in the Grad Plan and retirees enrolled in the 65 Plus Medicare Advantage Plan (PPO) are not eligible for this program.

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 with Accredo app or online at Accredo for Members: [accredo.com](https://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 Medicare Advantage (PPO) and J plans. Graduate student employees enrolled in the Grad Plan are not eligible for this program.

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 with Express Scripts app or online at ESI for Members: [express-scripts.com](https://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

Note: Support available for commercial and EGWP plans.

## 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 Medicare Advantage (PPO) and J plans. Graduate student employees enrolled in the Grad Plan are not eligible for this program.

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 [express-scripts.com](https://www.express-scripts.com) and send questions via email.

## Why it matters?

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

## FOR MORE INFORMATION

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

Register with Express Scripts app or online at ESI for Members: [express-scripts.com](https://www.express-scripts.com).

# 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 [express-scripts.com](https://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 [express-scripts.com](https://www.express-scripts.com) or the mobile app you can log in using the username and password you provided during registration.

Note: Support available for commercial and EGWP plans.