



## Employee Retirement System of Texas (ERS) Participants Benefit Plan

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## Employee Retirement System of Texas (ERS) Participants Benefit Plan, cont'd

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### Overview

Blue Cross and Blue Shield of Texas administers health benefits for **ERS HealthSelect of Texas®** and **Consumer Directed HealthSelect<sup>SM</sup>** participants since 09/01/2017.

ERS participants access care through their own customized benefit plan which utilizes the **Blue Essentials<sup>SM</sup>** network and serves all 254 counties in Texas.

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### Benefit Options

The following plan options are available for ERS participants:

#### Health Select of Texas - In Area

- Participants must select a primary care physician/provider (PCP) participating in the Blue Essentials provider network and referrals are required to see an in-network provider for in-network benefits. Participants also have out-of-network benefits.

#### Consumer Directed HealthSelect (CDHS) - In Area

- Consumer Directed Participants have open access to providers in the Blue Essentials provider network for in-network benefits. This plan does not require PCP selection and does not require referrals for in-network benefits. Participants also have out-of-network benefits.

#### HealthSelect Out-of-State and Consumer Directed HealthSelect Out-of-State

- Participants utilize traditional Blue Card PPO network benefits. Participants do not have to designate a PCP and in-network referrals are not required.

#### HealthSelect Secondary 65+

- Participants utilize traditional Blue Card PPO network benefits.
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### ERS Tools

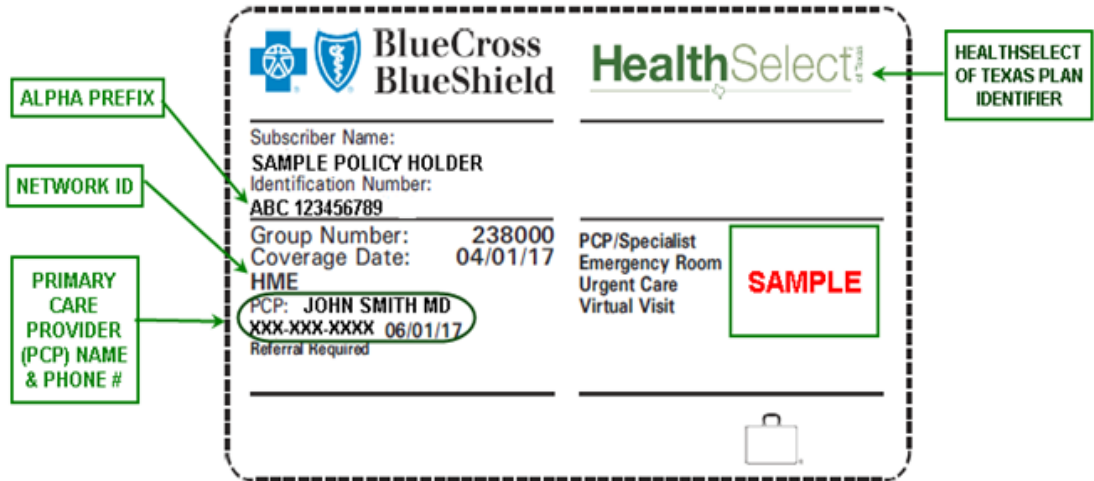
For quick links and information regarding ERS HealthSelect of Texas and Consumer Directed HealthSelect, visit the BCBSTX provider website ([www.bcbstx.com/provider](http://www.bcbstx.com/provider)) and select [ERS Tools](#) under the [Education and Reference](#) menu.

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## Employee Retirement System of Texas (ERS) Participants Benefit Plan, cont'd

**Sample ID  
Card for ERS  
HealthSelect  
of Texas**

**HealthSelect of Texas (front & back):**




**ALPHA PREFIX** →


**NETWORK ID** →

**PRIMARY CARE PROVIDER (PCP) NAME & PHONE #** →

**HEALTHSELECT OF TEXAS PLAN IDENTIFIER** →



**BlueCross BlueShield**



Subscriber Name:  
**SAMPLE POLICY HOLDER**

Identification Number:  
**ABC 123456789**

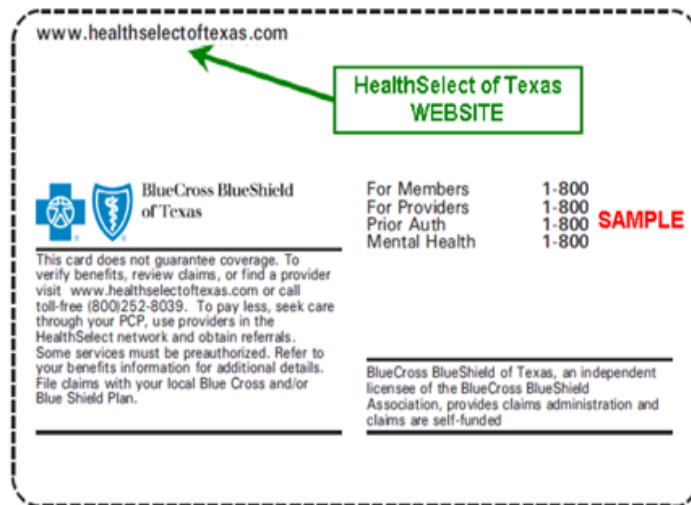
Group Number: 238000  
Coverage Date: 04/01/17

HME

PCP: **JOHN SMITH MD**  
**XXX-XXX-XXXX 06/01/17**  
Referral Required


PCP/Specialist  
Emergency Room  
Urgent Care  
Virtual Visit

SAMPLE



**HealthSelect of Texas WEBSITE** →

[www.healthselectoftexas.com](http://www.healthselectoftexas.com)



**BlueCross BlueShield of Texas**

For Members	1-800
For Providers	1-800
Prior Auth	1-800
Mental Health	1-800

SAMPLE

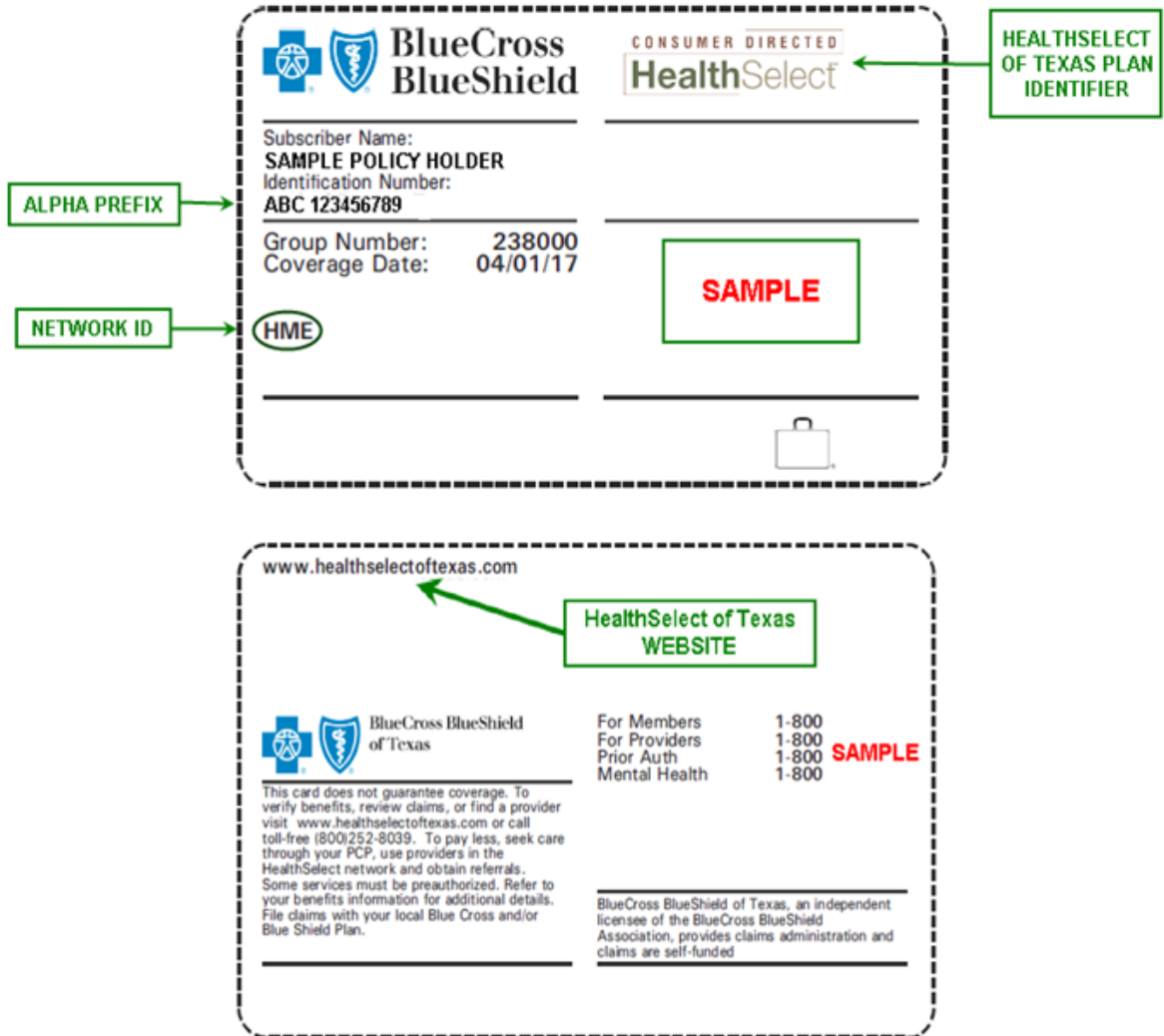
This card does not guarantee coverage. To verify benefits, review claims, or find a provider visit [www.healthselectoftexas.com](http://www.healthselectoftexas.com) or call toll-free (800)252-8039. To pay less, seek care through your PCP, use providers in the HealthSelect network and obtain referrals. Some services must be preauthorized. Refer to your benefits information for additional details. File claims with your local Blue Cross and/or Blue Shield Plan.

BlueCross BlueShield of Texas, an independent licensee of the BlueCross BlueShield Association, provides claims administration and claims are self-funded

## Employee Retirement System of Texas (ERS) Participants Benefit Plan, cont'd

**Sample ID  
Card for the  
Consumer  
Driven  
HealthSelect**

**Consumer Directed HealthSelect (front & back):**



The diagram illustrates a sample ID card for Consumer Directed HealthSelect, divided into front and back views. Callouts identify key fields:

- HEALTHSELECT OF TEXAS PLAN IDENTIFIER:** Points to the "CONSUMER DIRECTED HealthSelect" logo on the top right of the front view.
- ALPHA PREFIX:** Points to the "ABC" prefix in the Identification Number "ABC 123456789" on the front view.
- NETWORK ID:** Points to the "HME" network code in a circle on the front view.
- HEALTHSELECT OF TEXAS WEBSITE:** Points to the "www.healthselectoftexas.com" URL at the top left of the back view.

**Front View Details:**

- Logo: BlueCross BlueShield
- Plan Name: CONSUMER DIRECTED HealthSelect
- Subscriber Name: SAMPLE POLICY HOLDER
- Identification Number: ABC 123456789
- Group Number: 238000
- Coverage Date: 04/01/17
- Network ID: HME
- Placeholder: A red "SAMPLE" box is present in the center.

**Back View Details:**

- Website: www.healthselectoftexas.com
- Logo: BlueCross BlueShield of Texas
- Contact Numbers:
 

For Members	1-800
For Providers	1-800
Prior Auth	1-800
Mental Health	1-800

 A red "SAMPLE" box is placed next to the 1-800 numbers.
- Disclaimer: "This card does not guarantee coverage. To verify benefits, review claims, or find a provider visit www.healthselectoftexas.com or call toll-free (800)252-8039. To pay less, seek care through your PCP, use providers in the HealthSelect network and obtain referrals. Some services must be preauthorized. Refer to your benefits information for additional details. File claims with your local Blue Cross and/or Blue Shield Plan."
- Footer: "BlueCross BlueShield of Texas, an independent licensee of the BlueCross BlueShield Association, provides claims administration and claims are self-funded"

## Employee Retirement System of Texas (ERS) Participants Benefit Plan, cont'd

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### Sample ID Cards for the HealthSelect of Texas Out-of-State, Consumer Directed Out-of-State and HealthSelect Secondary 65+

For the most current sample ID cards for **HealthSelect of Texas Out-of-State, Consumer Directed Out-of-State** and **HealthSelect Secondary 65+**, please refer to the [ERS Tools](#) section of the [www.bcbstx.com/provider](http://www.bcbstx.com/provider) website under [Sample ERS Participant ID Cards](#).

### Kelsey- Seybold Clinic as PCP

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**HealthSelect of Texas participants can select Kelsey-Seybold Clinic (a capitated IPA/Medical Group) as their primary care provider (PCP).**

- Health care providers who are contracted with Kelsey Seybold must contact Kelsey-Seybold for instructions regarding referral and prior authorization processes, contracting and claims-related questions.
  - Additionally, health care providers who are not part of Kelsey-Seybold but who provide services to a **HealthSelect of Texas** participant whose PCP is contracted/affiliated with Kelsey-Seybold must contact Kelsey-Seybold for instructions.
  - **HealthSelect of Texas** health care providers who are contracted/affiliated with Kelsey-Seybold are subject to their procedures and requirements for complaint resolution.
  - When the participant does not present an ID card, a copy of the enrollment application or a temporary card may be accepted. Kelsey-Seybold PCP's can also reference their PCP eligibility lists distributed by BCBSTX. The ERS participant's identification should be verified with a photo ID and that a copy is retained for his/her file.
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## Employee Retirement System of Texas (ERS) Participants Benefit Plan, cont'd

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### ERS HealthSelect Customer Service

BCBSTX's Provider Customer Service representatives have access to participant information to give prompt inquiry response to:

- Benefits and eligibility
- Claims
- Current Blue Essentials network information
- Formal and informal complaint procedures

The automated phone system also provides information for:

- Benefits
- Eligibility
- Claims Payment

Be sure to verify the ERS participant's PCP and benefits every time the patient presents for services.

**IMPORTANT NOTE:** Physicians and professional providers contracted /affiliated with a capitated IPA/Medical Group must contact IPA/Medical Group for instructions regarding referral process/providers, outpatient lab and radiology services, preauthorization, reimbursement, contracting and claims questions. Additionally, physicians and professional providers who are not part of a capitated IPA/Medical Group but who provide services to a member whose PCP is with a capitated IPA/Medical Group must also contact the applicable IPA/Medical Group for instructions.

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### Telephone Number

You may reach the BCBSTX ERS Customer Service by calling:

**1-800-451-0287**

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### Mailing Address

ERS Customer Service may also be contacted in writing at the following address:

**ERS Customer Service  
P.O. Box 660044  
Dallas, TX 75266-0044**

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## Employee Retirement System of Texas (ERS) Participants Benefit Plan, cont'd

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### **Prior Authorization Requirements**

To view the **ERS HealthSelect of Texas** and the **Consumer Directed HealthSelect** prior authorization and referral requirements lists, go to: [Utilization Management](#) page under **Claims and Eligibility** on [bcbstx.com/provider](http://bcbstx.com/provider).

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### **How Do I Obtain Prior Authorization**

To obtain prior authorization **for services authorized by BCBSTX**, call: **Medical Management** at **1-800-441-9188** or access [Availity Authorizations & Referrals](#).

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### **Prior Authorizations Requested by Covering Physicians**

Physicians who bill under the same Tax ID number, who cover for each other, can obtain prior authorization for a participant **using the initial referral to the provider they are covering for**. The covering physician must have the initial referral number when calling for the prior authorization.

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## Employee Retirement System of Texas (ERS) Participants Benefit Plan, cont'd

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### Mental Health Prior Authorization

BCBSTX medical management provides and coordinates all mental health care and services for **HealthSelect of Texas or Consumer Directed HealthSelect In-State** participants. Participants will be required to select mental health providers and facilities participating in the Blue Essentials<sup>SM</sup> mental health network. Primary care physician/provider (PCP) referrals are not required. Mental health providers should request required prior authorizations. For a list of services that require prior authorization, refer to [Utilization Management](#) page on the provider website.

To prior authorize mental health inpatient admissions, use [Availity Authorizations & Referrals](#) tool or call the number on the back of the member's ID card.

If you or your ERS **HealthSelect of Texas or Consumer Directed HealthSelect** patient have questions or need information about mental health professionals, facilities or procedures, check [Provider Finder®/Find a Doctor or Hospital](#) on the [bcbstx.com](#) website or call the number on the back of the ID card.

For **HealthSelect and Consumer Directed HealthSelect Out-of-State** participants, BCBSTX's Behavioral Health unit will prior authorize all mental health care and services. To prior authorize mental health inpatient admissions for **Out-of- State** participants, call: **1-800-528-7264**.

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### Claims Filing

Refer to Section F "Filing Claims" of the **Blue Essentials<sup>SM</sup>, Blue Advantage HMO<sup>SM</sup>, Blue Premier<sup>SM</sup> and MyBlue Health<sup>SM</sup> Provider Manual** for detailed instructions on claims filing.

**Note:** If an ERS participant's primary care physician/provider (PCP) is affiliated with Kelsey-Seybold, claims for certain types of services must be submitted to Kelsey-Seybold, rather than to the normal address used for BCBSTX claims. If a claim should have been sent to Kelsey-Seybold but was submitted to the Blue Essentials address, the claim will be rejected and you will receive notice to refile it with Kelsey-Seybold. Types of services that should be submitted to Kelsey-Seybold include the following:

- Physician Services
  - Outpatient diagnostic testing services
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## Employee Retirement System of Texas (ERS) Participants Benefit Plan, cont'd

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### Claims Filing, cont.

Claims for **Kelsey Seybold** should be filed to:

Kelsey-Seybold Clinic Claims Administration  
P.O. Box 841209  
Pearland, TX 77584

**Kelsey Seybold** Claims Inquiry and UM Phone Numbers:

713-442-5440 Claims  
713-442-5339 Utilization Management

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### Claims Inquiries

For ERS claims inquiries, **contact** BCBSTX ERS Customer Service by calling: **1-800-451-0287**

Address written claims inquiries to:

**BCBSTX ERS Customer Service**  
**P.O. Box 660044 Dallas, TX**  
**75264-0044**




**Fax** Claim Inquiries to **1-325-794-2926**

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### Outpatient Clinical Laboratory

Providers located in the [Reimbursable Lab County List](#) can perform labs on the [Reimbursable Lab List](#) in the provider's office for **HealthSelect of Texas** and **Consumer Directed HealthSelect of Texas** participants. All other lab services must be sent to a participating lab.

The following are participating outpatient clinical labs for **HealthSelect of Texas** and **Consumer Directed HealthSelect** participants:

- **Clinical Pathology Laboratory (CPL)** – For locations or questions, contact CPL at **1-800-595-1275** or visit CPL's website at: [www.cpllabs.com](http://www.cpllabs.com) 
- **LabCorp** – For locations or questions contact LabCorp at **1-888-LAB-CORP** or visit LabCorp's website at: [www.Labcorp.com](http://www.Labcorp.com) 
- **Quest Diagnostics, Inc.** - For locations or questions contact Quest at **1-888-277-8772** or visit Quest's website at: [QuestDiagnostics.com/patients](http://QuestDiagnostics.com/patients) 

*Note: Health care providers who are contracted/affiliated Kelsey Seybold and Blue Essentials physicians & professional providers who are not part of Kelsey Seybold but who provide services to a participant with a Kelsey Seybold PCP must contact Kelsey Seybold for instructions regarding outpatient laboratory services.*

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## Employee Retirement System of Texas (ERS) Participants Benefit Plan, cont'd

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### **ERS Health Care Centers of Excellence**

For Texas participants, HealthSelect is launching a specialty facility designation program called Health Care Centers of Excellence (HCCOE). A facility must meet both quality and cost-efficiency standards. The program includes designations in the following areas: Bariatric surgery, Knee and hip replacement, Maternity care, Spine surgery and Transplants. For out-of-state, participants will utilize the Blue Distinction (Centers of Excellence).

**Note:** The HealthSelect benefit for Bariatric Surgery requires its participants to obtain services at a Health Care Center of Excellence.

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