



How can my Family Health Assistant (FHA) help me?

The help you need, just one phone call away.

Q. What is the Partner Care Team and who are Family Health Assistants (FHAs)?

A. Managed by the FHA, the Partner Care team brings together Blue Cross and Blue Shield of Texas (BCBSTX) onsite nurses, registered dietitians and other specialized professionals to help H-E-B Partners and their covered family members manage their benefits, deal with health issues, and improve their health.

Q. How can my FHA help me?

A. While information from your FHA is not meant to replace the advice of your doctor, he or she can:

- Help you make the most of your coverage by coordinating and scheduling medical appointments and finding a physician
- Support you when making difficult health care decisions
- Connect you to H-E-B and BCBSTX programs, services and local resources to help you in taking steps to improve your health

Here are some ways your FHA can help you:

What if ...	Your FHA can ...
Your doctor told you that you are at risk of developing diabetes, and you are wondering how you can reduce your risk.	Connect you with resources and information to help you reduce your risk.
Your doctor says you need an MRI of your knee.	Help you access the best provider for your needs. They can even schedule appointments and give you out-of-pocket cost estimates ¹ .
You are looking for tips or ways to stay healthy.	Empower you to improve your health status and work with you to develop a personal action plan to help reach your health goals.
You need to find a new in-network provider.	Help you find an in-network provider (a doctor or specialist) that meets your needs. They can even schedule appointments and give you out-of-pocket cost estimates ¹ for common procedures.
You have a question about your benefit plan.	Review your benefits coverage with you and even review medical bills and claims information.

¹ Cost estimates are just an estimate. In addition to your usual deductibles, copayments and/or coinsurance, the actual cost of the services may vary based on a number of factors including the date of service, the actual procedure performed, what services were billed by the provider and your particular benefit plan. Coverage is subject to the limitations and exclusions of your plan.

Q. How do I get help from my FHA?

A. Your FHA is available by calling **866-432-7289** Monday – Friday, 8 a.m. – 6 p.m. (Central time).



Your Family Health Assistant (FHA) is dedicated to giving you help when you need it most.

Call 866-432-7289 and ask for your FHA to learn more.

