



How can the Partner Care Team help you?

The Partner Care Team is a group of skilled nurses, clinicians and insurance specialists who can help you navigate through the health care system and provide personalized support. Call the Partner Care Team before you seek care* or any time you have a question or concern about your health.

Q. I don't understand my health benefits plan.

A. The Partner Care Team can discuss your Explanation of Benefits with you and even review medical bills and claims information.

Q. I need to find a new family doctor.

A. The Partner Care Team can help you find an in-network family doctor or specialist who meets your needs.

Q. A BlueCross and Blue Shield of Texas (BCBSTX) covered family member had an accident and is in the hospital. Can I get help?

A. Yes, the Partner Care Team can arrange to have a Family Health Navigator help communicate with doctors, address your concerns and review treatment plans with you.

Q. I found out I need major surgery and I'm not sure who to consult about performing the procedure.

A. The Partner Care Team can help find an in-network surgeon who meets your needs.

**In case of a medical emergency or life-threatening illness, be sure to call 911.*

Call the Partner Care Team at **866-432-7289** before you seek care.



Frequently Asked Questions

What if...	The Partner Care Team can...
Your doctor said you are at risk of developing diabetes, and you're wondering what you should do.	Connect you to a health program at no additional cost to help you improve your health and reduce your risk of developing diabetes.
Your doctor said you need an MRI of your knee.	Help you access the best doctor or specialist for your needs. They can even schedule appointments and give you out-of-pocket estimates.**
You just found out you're pregnant.	Enroll you in the Special Beginnings® maternity program so you can better understand and manage your pregnancy and receive support along the way.
You are diagnosed with cancer or another serious disease.	Connect you with a health care professional who can answer questions, coordinate treatment options and second opinions, and provide support through every stage of treatment.

**Cost estimates are only estimates. 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 the plan.

The Partner Care Team doesn't replace the care of a doctor, and you should talk to your doctor about any medical questions or concerns that you may have.