

RISK MANAGEMENT NEWS

Lubbock ISD— Risk Management

****How to Find a BCBS Provider—Medical and Dental****

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- To find a BCBS of Texas medical or dental provider that accepts Lubbock ISD's BCBS of Texas insurance, type in your internet browser: bcbstx.com
- Once on the BCBS of Texas webpage, click on "Find Care"
- Click on "Find a Doctor or Hospital" for medical providers and follow the prompts to narrow down your search by county, city, etc.
- For a Dentist, click on "Find a Dentist"
- Click on "BlueCare Dental" and search by Dentist name, location, county, etc.
- We also recommend contacting a provider of your choice and ask them if they accept our BCBS of Texas plan(s).

Health Benefits Glossary

- **Co-payment** = The fixed dollar amount that is covered for doctor's visits; our HMO Plans have a \$60 primary care/\$100 specialist visit co-pay (the zero co-pay clinics remain available to all health plan members at no cost to the member).
- **Deductible** = A fixed dollar amount that the insured employee must pay out of pocket each calendar year before the plan will begin reimbursing for non-preventative health expenses.
- **Family Deductible** = Each family member has an individual deductible—all individual deductibles funnel into the family deductible.
- **Formulary** = A list of prescription drugs covered by the health plan.

Risk Management

Department:

- Lisa Thompson, Executive Director—extension 0235
- Vaun Murphrey, Benefits Specialist—extension 0283
- Lucinda Lucero, Clerk/Wellness Coordinator—extension 0280
- Jamie Flores, Executive Secretary —extension 0282
- Linda Rosebeary, FEnroll Assistance—Clerk—extension 0281

Call Us—We Are Happy to Help!

BCBS Member Services—Creating a Member Login

We highly recommend that all BCBS insured employee members create a member login with BCBS —this gives you quick and easy access to your medical card, dental card, and a way to track claims.

- To establish a member login with BCBS of Texas, type in your internet browser: bcbstx.com
- Once on the BCBS of Texas webpage, click on "Member Login—Sign Up or Log In" on the right side of the webpage.
- Click on "Create an Account"
- Accept the Terms of Use and complete the information requested, first name, last name, date of birth and enter your Member ID Number listed on your Medical Insurance Card from BCBS.
- Follow the prompts to complete your account.
- Then, familiarize yourself with your access and the links and services available; you can easily pull up a digital copy of your medical insurance card, dental insurance card (as applicable), track claims, etc.

Claims Processing Reminder:

Living Better Diabetes Reimbursement Claims go to: Vaun.Murphrey@LubbockISD.org

BCBS Wellness/Gym Reimbursement Claims: Jamie.Flores@LubbockISD.org

All claims processed within 30-60-days (for completed requests/forms)

REPORT IMMEDIATELY—Worker Injury/Compensation Reporting to: CALL Lucinda at 806-219-0280 (Lucinda.Lucero@LubbockISD.org)