PERSONAL ONE-STOP EXPERIENCE AVAILABLE 24/7*

866-882-2034

Text BCBSTXAPP to 33633

Log onto Blue Access for Members℠ (BAM℠) via bcbstx.com/ut

Customer Service from the RIGHT PROFESSIONAL When Members Need Help

PHONE

APP

CHAT (IN-APP)

ONLINE

MEMBER / FAMILY

Benefits Assistance

Find a Doctor

Claims Guidance

Cost Estimates

Health Care Support

Wellness Resources

Utilization Management Specialist (RN)

Behavioral Health Concierge & Specialist

Pharmacist

Holistic Health Specialist (RN)

Customer Advocate Specialist

Social Worker

Medical Director

Dedicated Health Advocate and Holistic Health Specialist (RN)

Medical Professional Outreach

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

* Customer service is available 24 hours/day, seven days/week with the exception of BCBSTX observed holidays (New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Day After, Christmas Day)