

EMPLOYEE GUIDE

Before, During, and After Your Annual Preventive Care Appointment

Your health plan is designed to keep you well — not just care for you when you're sick. That's why you have access to a **no-cost annual preventive exam with an in-network provider**. Use this guide to ensure your visit qualifies under the Preventive Care Incentive Program.

Before Your Appointment

When scheduling, say:

"I would like to schedule my annual preventive care exam or wellness visit."

Ask:

- *Is the provider in the UT SELECT network?*
- *Is the appointment being scheduled as a preventive exam?*
- *Could any planned services result in an additional charge?*

Bring your insurance card, medication list, health history and questions about recommended screenings.

During Your Appointment

At check-in, say:

"I am here for a preventive care exam. My health plan uses the submitted claim to confirm completion."

A preventive exam may include a health history, medications, vital signs, health risks, vaccines and recommended screenings review.

Before discussing a new symptom or medical concern, ask:

"Could addressing this today change how the visit is billed or result in an additional charge?"

Do not delay discussing an urgent health concern because of possible billing differences.

After Your Appointment

Ask:

"Was today's visit documented as an annual preventive care exam or wellness visit?"

Review your Explanation of Benefits after the claim is processed. Contact the provider's billing office if the visit does not appear to have been submitted as preventive.

Important Billing Reminder

Scheduling a preventive exam does not guarantee that every service will be covered as preventive. The visit, or part of it, may be billed separately if the provider evaluates or treats:

- A new or worsening symptom
- An illness, injury or specific medical concern
- An existing or chronic condition
- An abnormal finding that requires additional testing

The provider determines the appropriate billing codes based on the services provided. Coverage and qualification are determined by the health plan.

For assistance, contact UT SELECT Concierge:

Phone: Call 1-866-882-2034 anytime, day or night. **Text Support:** Text BCBSTXAPP to 33633 to get mobile app links.

Online Chat: Log in and chat through the Blue Cross and Blue Shield of Texas app or website: [bcbstx.com/ut/coverage](https://www.bcbstx.com/ut/coverage).

