



Blue Cross and Blue Shield of Texas (BCBSTX) Offers Identity Protection Services to UT SELECT & UT CONNECT Medical Plan Members at no cost to you



As a value-added service, BCBSTX provides employees, retirees and their families who are covered under the UT SELECT or the UT CONNECT Medical plan the opportunity to enroll in identity protection services.

These services are provided **at no cost to you** by Experian®, an independent company. They are intended to give you some additional peace of mind that your health and personal information is protected.

The services include features such as:

- Credit monitoring
- Fraud resolution
- Identity theft insurance for adults
- Selection of services for minor dependent children

To enroll in this free program:

- Log in to your Blue Access for Members<sup>SM</sup> (BAM<sup>SM</sup>)\* account at [bcbstx.com/ut](https://bcbstx.com/ut) (for UT SELECT participants) or [bcbstx.com/utconnect](https://bcbstx.com/utconnect) (for UT CONNECT participants). *Please note that this program is not available via the BCBSTX App.*
- Once logged in, click on Coverage > Coverage and Benefits > Medical. Then, under "Benefits Highlights," scroll down and click the "Identity Protection" heading.
- An activation code will display, allowing you and/or your dependents access to the program for one year. All members over 18 need to enroll separately; however, adults can enroll their minor dependents.
- Once you have the activation code, select "Start Adult Enrollment" or "Start Minor Enrollment."



BlueCross BlueShield  
of Texas



## Frequently Asked Questions

### **Q: Am I automatically enrolled in Experian's services?**

**A:** No. You need to proactively sign up with Experian to take advantage of all parts of the identity protection services. Enrollment must be completed annually to continue these services.

### **Q: Who should I contact for help signing up?**

**A:** This service is being provided by BCBSTX in partnership with Experian. Please contact BCBSTX customer service if you have additional questions about signing up for the service. You also have the option of calling the Experian Help Number at **877-890-9332** between 8 a.m. and 8 p.m. weekdays, or 10 a.m. to 7 p.m. on the weekends (CT).

### **Q: Who is eligible for these services?**

**A:** These identity protection services are available to you as long as you remain an eligible BCBSTX member through the UT SELECT or UT CONNECT Medical Plan(s). The coverage includes eligible adults and covered dependents.

### **Q: How will I know that it is time to reenroll?**

**A:** You must reenroll for the Experian service every year. You will receive notification through BAM one month before your subscription expires.

### **Q: What do I do if I haven't previously registered with BAM?**

**A:** You will need to access BAM in order to sign up for the free Identity Protection Services.

If you have not previously registered with BAM, you will need to do so in order to access the link to sign up for free Identity Protection services. Your Benefits Identification number (or BID) is an eight-character unique identifier used for all of your UT Benefits coverage which can be found on your BCBSTX ID card. The "Identification Number" requested during registration for BAM includes the leading "0" on your BCBSTX ID card plus your eight-character BID.