



To access TML Health Online:

1. Go to www.tmlhealthbenefits.org
2. Click on **Login** then click on **Login as a Member** or **Login as a Dependent**
3. Click on **Register**
4. Read the License Agreement and click **Agree**
5. Create a username, password, and enter answers to your security questions

Customer Care 800-282-5385
Monday- Friday, 7:00 AM-6:00 PM Central



To access your Navitus Portal:

1. Log in to TML Health Online at www.tmlhealthbenefits.org
2. Go to the **Benefits Center** tab
3. Select **Navitus** from the list of benefits

For more information, contact Navitus Customer Care at: 855-673-6504



To access your MDLIVE benefit:

1. Log in to TML Health Online at www.tmlhealthbenefits.org
2. Go to the **Benefits Center** tab.
3. Click on **Blue Access for Members (BAM)**.
4. Log in to your BAM account to schedule a remote checkup.

24/7 NURSELINE

Get your health questions answered with the 24/7 Nurseline:

1. Call **877-351-8392** to reach a nurse who can speak with you in your language of choice.
2. If you have hearing or speech loss, you can call **800-386-4424**.

CONTACT CHART

Questions about...	Access	Contact Info	Hours
<ul style="list-style-type: none"> • Medical benefits • Medical procedures • Major imaging like MRI, CT, etc. <i>(Call before your appointment)</i> • Cost estimates for procedures • Medical claims, EOBs • Select or change PCP • Deductibles, co-payments, co-insurance 	BlueCross BlueShield of Texas Helpline	855-762-6084	24 hours a day 7 days a week
<ul style="list-style-type: none"> • Enrolling in benefits • Adding, removing, or changing any TML Health administered benefit • Changing your contact information • Spending accounts, including balances • Life insurance • TML Health website • TML Health Online password reset • General questions 	TML Health Member Service	800-282-5385	Monday-Friday 7:00 am-6:00 pm CT
<ul style="list-style-type: none"> • Prescription drugs covered by the plan • Rx Copays and lower cost options • Mail-order pharmacy • Specialty pharmacy • Pharmacy network • Prescription drug plan benefits 	Navitus Customer Care	855-673-6504	24 hours a day 7 days a week
<ul style="list-style-type: none"> • Medical procedures requiring prior approval <i>(also known as a prior authorization)</i> 	Medical Preauthorization Helpline	800-441-9188	Monday-Friday 6:00 am-6:00 pm CT
<ul style="list-style-type: none"> • Mental health prior authorization • Substance use prior authorization 	Mental Health/Chemical Dependency (SUD) Preauthorization Helpline	800-528-7264	24 hours a day 7 days a week
<ul style="list-style-type: none"> • TML Health Online access • Access to benefits books • Health and wellness resources 	TML Health Website	www.tmlhb.org in the “Reference Center”	24 hours a day 7 days a week
<ul style="list-style-type: none"> • Blue Access for Members (BAM) • Find an in-network provider 	BCBSTX Website	www.BCBSTX.com Login under “Member Services”	24 hours a day 7 days a week
<ul style="list-style-type: none"> • Your mental health • Work/life balance • Skill development and organization 	Deer Oaks Employee Assistance Program (EAP)	866-327-2400 www.deeroakseap.com	24 hours a day 7 days a week
<ul style="list-style-type: none"> • Non-emergency symptoms • Prescriptions • Behavioral health 	MDLIVE	www.mdlnext.mdlive.com	24 hours a day 7 days a week
<ul style="list-style-type: none"> • Healthcare options and decisions • Teen health • Diabetes and blood pressure • Sexually transmitted diseases 	24/7 Nurseline	877-351-8392 or 800-386-4424 (Hearing/Speech Impaired)	24 hours a day 7 days a week