

1. What kind of doctor can perform a preventive exam?

A: A preventive exam can be performed by a primary care physician, family medicine physician, internal medicine physician, nurse practitioner, or gynecologist.

Pro Tip: If you're not sure whether your provider offers preventive exams, **contact their office before scheduling.**

2. What kind of appointment do I request?

A: Ask specifically for an **annual preventive exam.**

Pro Tip: An office visit for a health concern, medication refill, or follow-up appointment is **not** typically considered a preventive exam.

3. How do I make sure my exam counts towards the PCIP requirement?*

A: Your provider's office uses specific billing codes to indicate that your visit included a preventive exam. If you see a Blue Cross Blue Shield (BCBS) provider, these codes are submitted as part of your claim, and no action is needed from you.

Pro Tip: Annual preventive exams are covered at no cost to you. If you are asked for a copay at check-in, confirm your appointment is scheduled as a **preventive exam.**

* For preventive exams received outside the United States

Have the physician complete the Preventive Care Incentive Certification Form (utbenefits.link/PCIPCertForm) and follow the submission instructions outlined on the form.

4. Who should I contact if I have questions?

UT SELECT™ Concierge at 866-882-2034
Blue Access for Members (BAM) chat:
bcbstx.com/ut

A: Contact the **UT SELECT Concierge** team, a specialized customer service unit for **UT SELECT** members. They can help:

- Find a provider that matches your preferences (such as gender or language spoken)
- Schedule your preventive exam
- Verify whether your preventive exam has been recorded as complete

Pro Tip: If you are checking whether your preventive exam appears in your records, allow **two weeks** for your claim to be received and processed.

Type of Preventive Exam Visits	Typical Preventive Exam Billing Codes
PHYSICAL EXAM IN OFFICE SETTING	99381–99387 (new patients); 99391–99397 (established patients)
PHYSICAL EXAM IN OUTPATIENT SETTING	99381–99387, 99391–99397
PHYSICAL EXAM AT RETAIL CLINIC	99381–99387, 99391–99397
PREVENTIVE WELL-WOMAN EXAM	99381–99387 (new patients); 99391–99397 (established patients)