

HEALTH AND WELLNESS



A variety of health and wellness features are available to you at mybenefitshome.com as part of our comprehensive medical benefit plan through BlueCross BlueShield (BCBS). By taking better care of ourselves, we have the opportunity to live healthier lives as well as reduce future medical costs. Be sure to speak with your doctor before starting a new diet, exercise, or health program.

BLUES ON CALL

Do you have questions about your medication or an upcoming doctor visit, test, or surgery? If your regular doctor is not available, call Blues on Call to speak to a Nurse who can answer your health-related questions. Nurses can also provide you with resources to help manage chronic conditions, discuss treatment options, and can put you in touch with programs for help with managing weight, quitting smoking, and more.

Call 1-888-258-3428 to speak with a Nurse or if you need help with:

- Provider authorizations
- Information on benefits and/or claims
- Assistance finding a doctor

Blues on Call can provide support and resources to help you and your family make confident health care decisions.

BABY BLUEPRINTS

Having a baby can be overwhelming and confusing. For support through your pregnancy, BlueCross BlueShield Members may enroll in the Baby BluePrints Maternity Education and Support Program. This free program provides access to educational information through every stage of the pregnancy.

To enroll in Baby BluePrints, call 1-888-918-5267. You will receive a mailing with helpful pregnancy tips once you are enrolled. Throughout your pregnancy, a Nurse Health Coach will be available to provide individualized support and answer questions you may have.

VIRTUAL VISITS

BlueCross BlueShield (BCBS) members may utilize 24/7 virtual visits, which allow you see and talk to a doctor from your mobile device or computer instead of a traditional office visit. Providers are available for medical visits (non-emergency illnesses or injury) and/or telemental visits (behavioral health).

Medical virtual visits providers:

- Doctor on Demand
- Amwell

Telemental health virtual visit providers

- Amwell

Log in to your account on mybenefitshome.com to register and/or request a virtual visit. You can also download the provider's app to your iOS or Android mobile device. Don't wait until you are sick and need a doctor; register today so you have quick access to virtual visits when you need them.

Costs associated with your visit will depend on the plan you choose and the type of visit (medical or telemental). Please refer to the coverage summary in your Enrollment Guide for specific virtual visit coverage for your plan. Learn more about virtual visits at discounttirefamily.com/medical-benefits.

HEALTH AND WELLNESS COACHING

Health coaches are a no-cost benefit included in your plan. They are specially trained to answer your questions and help you make informed health decisions. All information shared with your health coach is confidential.

Call 1-800-650-8442 to speak to a health coach about changing your diet because of a health condition like diabetes or high cholesterol, losing or managing your weight loss, and more.

SHARECARE

Sharecare is an online health and wellness assistant to offer support in reaching your wellness goals. Take advantage of these online tools and resources to help improve your health by signing up to receive personalized guidance on eating right, exercising, health screenings and more. Visit mycare.sharecare.com and set up your online profile.

Explore the Sharecare website:

- Learn about health topics such as heart disease, diabetes, and hypertension.
- Find guides for living well and managing health conditions including asthma, psoriasis, MS, and more.
- Take the RealAge test to assess your health and start tracking your health habits.
- Read articles or watch videos covering a variety of health and wellness topics.

Once you are registered, download the Sharecare app, available for iOS or Android for access to resources anytime from anywhere.

MAIL ORDER PHARMACY

Express Scripts manages the home delivery pharmacy benefit for BlueCross BlueShield. Home delivery is a great option for maintenance medications, those needed long-term, for which your doctor can provide a 90-day prescription. You should still use a retail pharmacy for medications you take on a short-term basis, such as antibiotics.

Cost savings vary depending on your plan, but you may save 50% or more compared to retail pharmacy pricing. Free standard shipping is included, and pharmacists are available 24/7 to help answer medication questions. Sign up one of three ways:

- **Send a new prescription:** Express Scripts can help coordinate with your doctor; let them know and they will contact your doctor to get a new 90-day prescription and follow up as necessary.
- **Register and order online:** Log in or register at mybenefitshome.com and select Prescriptions Services to get started.
- **Or order by phone:** Call 1-800-652-9451 to talk with a customer service representative. It's helpful to have your plan ID card and medication bottle available.

IN-NETWORK DOCTORS

Remember: In-network providers may offer you the most cost savings. Log into your account to search for in-network doctors, clinics and facilities at mybenefitshome.com. If you haven't registered or set up your account, you may search by your plan type: **BCBS PPO**

Out-of-network doctors/services may cost more or may not be covered. Refer to the coverage summary in your Enrollment Guide for more information about coverage for each plan.