

HEALTH AND WELLNESS



A variety of health and wellness features are available to you at myhighmark.com or through the My Highmark App as part of our comprehensive medical benefit plan through Blue Cross Blue Shield (BCBS) Highmark. You will get streamlined access to information, be guided to care and resources, and get recommendations for taking action to improve your health. Be sure to speak with your doctor before starting a new diet, exercise, or health program.

BLUES ON CALL 24/7 NURSE LINE

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, Highmark 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 1-800-650-8442. 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

Highmark 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. Medical visits (non-emergency illnesses or injury) and/or telemental visits (behavioral health) are provided through Amwell.

To access virtual visits:

1. Log in to your account on myhighmark.com or download the My Highmark app to your mobile device.
2. Go to the "Get Care" section of your account.
3. Click on Well360 Virtual Health to see the virtual services available to you.

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.

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 myhighmark.com. If you haven't registered or set up your account, you may search by your plan type: **BCBSPP0**

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.