



**BlueCross BlueShield**  
of Illinois

# TOOLS TO BOOST YOUR WELLNESS

**Taking care of you  
so you can take care of business**

**This information applies to the HSA Value, HSA Advantage, and Copay Advantage plans only. This information does NOT apply to BCBS Coupe PPO.**

Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation,  
a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association



THE ONLY  
**ONE YOU NEED**

800-537-9765

**ONE  
NUMBER**

**ONE  
POINT OF  
CONTACT**

www.bcbsil.com



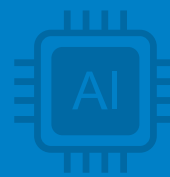
**BlueCross BlueShield**  
of Illinois

Health Advocate 1-800-XXX-XXXX

Preauth is required before rendering services for IP, SNF admission, home health/infusion care, private duty nursing services, emergency medical or BH admission. Preauth may be required for OP services including, but not limited to, advanced imaging, cardiology, sleep study, pain management, joint/spine surgery, radiation therapy or genetic testing. Check member benefits prior to rendering service. Provider: File medical claims with your local BCBS Plan.

BlueCross BlueShield of Illinois, an independent licensee of the BlueCross BlueShield Association, provides claims processing only and assumes no financial risk for claims.





# **HEALTH ADVOCATES**

**The Heart and Soul of Health Advocacy Solutions**





**Take the easy path to better health...**

Your Health Advocate is your dedicated health care concierge.

## Your Personal Health Advocate: One call that does it all

Whether you are concerned about:

- Understanding your benefits
- Scheduling appointments
- A chronic illness or a new diagnosis
- An upcoming surgery
- Getting prior authorization for a test
- Saving money on health care

Your Health Advocate has answers.

**We're here for you 24/7,  
just call**

\*In case of a medical emergency, call 911.



## A Health Advocate Might Reach Out to You

### **If we're calling, it's because we think we can help!**

Here are a few reasons why we might be calling you:

- You or your family recently had a health event or a new diagnosis
- To help you find the right doctor or care facility for your needs
- If you had an emergency room visit, to see how you are doing and how we can help



# Talk to a Nurse Health Advocate

**Nurse Health Advocates can answer questions about your health concerns and help you and your family get support for many issues including:**

- Cancer
- Caregiver Support
- Diabetes
- Emotional and Mental Health
- Nutrition
- Veteran's Needs
- Gender Identity Support
- End-of-Life Planning

## **Schedule a call with a Nurse Health Advocate**

Just log in at [bcbsil.com](https://bcbsil.com), then choose Contact Us, click on Nurse Health Advocate and schedule your call.



# Preventive Coverage

## What's Covered?

- **Recommended routine gender- and age-specific preventive care and screenings** — including yearly general wellness exams, recommended vaccines and screenings for things like diabetes, cancer and depression — both facility and professional services.
- **Coverage provided in-network at 100% with no copay, no deductible.** Out-of-network benefits may vary.

### **IMPORTANT to remember:**

Lab tests related to a condition such as diabetes or asthma **are not** considered preventive and are covered under applicable deductible and coinsurance levels.

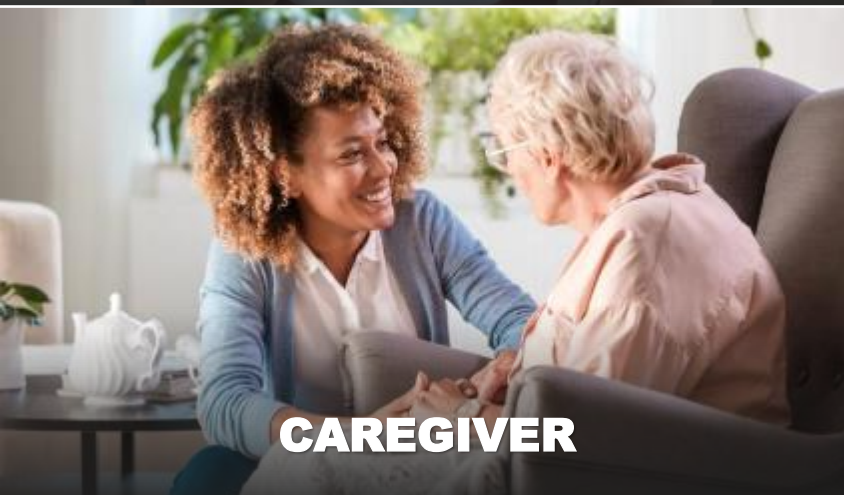
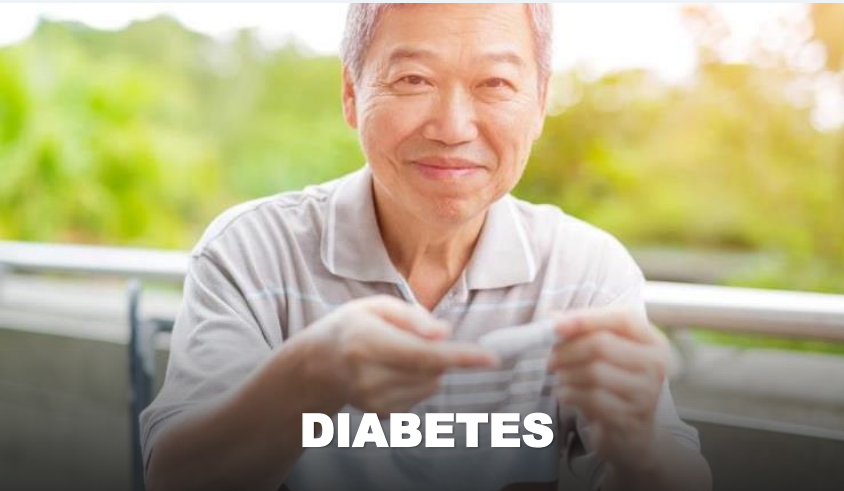


**Stay healthy  
by getting  
regular  
check-ups**



# **SPECIALIZED NAVIGATION**

Specialized Health Advocates who better understand where you are in your journey provide a curated, personal experience.





# Access to a Registered Dietitian

Nutrition plays a critical role in managing many chronic conditions including diabetes, high blood pressure, heart disease and obesity. That's why Health Advocacy Solutions added Registered Dietitians to our multidisciplinary teams.

## **RDs add value by:**

- Improving nutritional health and improving health outcomes/conditions
- Empowering members to make positive changes in their lifestyle
- Increasing member engagement and knowledge of nutritional health/dietary needs
- Improving health outcomes
- Reducing absenteeism and increasing productivity



24/7 Nurseline

# Advice anytime.

Advice isn't just needed  
from 9 to 5.

Round-the-clock health and  
wellness advice from licensed  
nurses

Plus, you can also listen to more  
than 1,000 health topics

Available in English and Spanish





# Blue Access for Members<sup>SM</sup>





## Tools at Your Fingertips

- View, print, download or re-order your member ID card
- Confirm your coverage and eligibility information
- Find in-network doctors, hospitals and other health care providers
- Review claims for medical services all in one place



# Only a Text Away...

**Blue Access for Members<sup>SM</sup> delivers important updates directly to you.<sup>1</sup>**

Manage your preferences to receive benefit messages and information that are important to you.

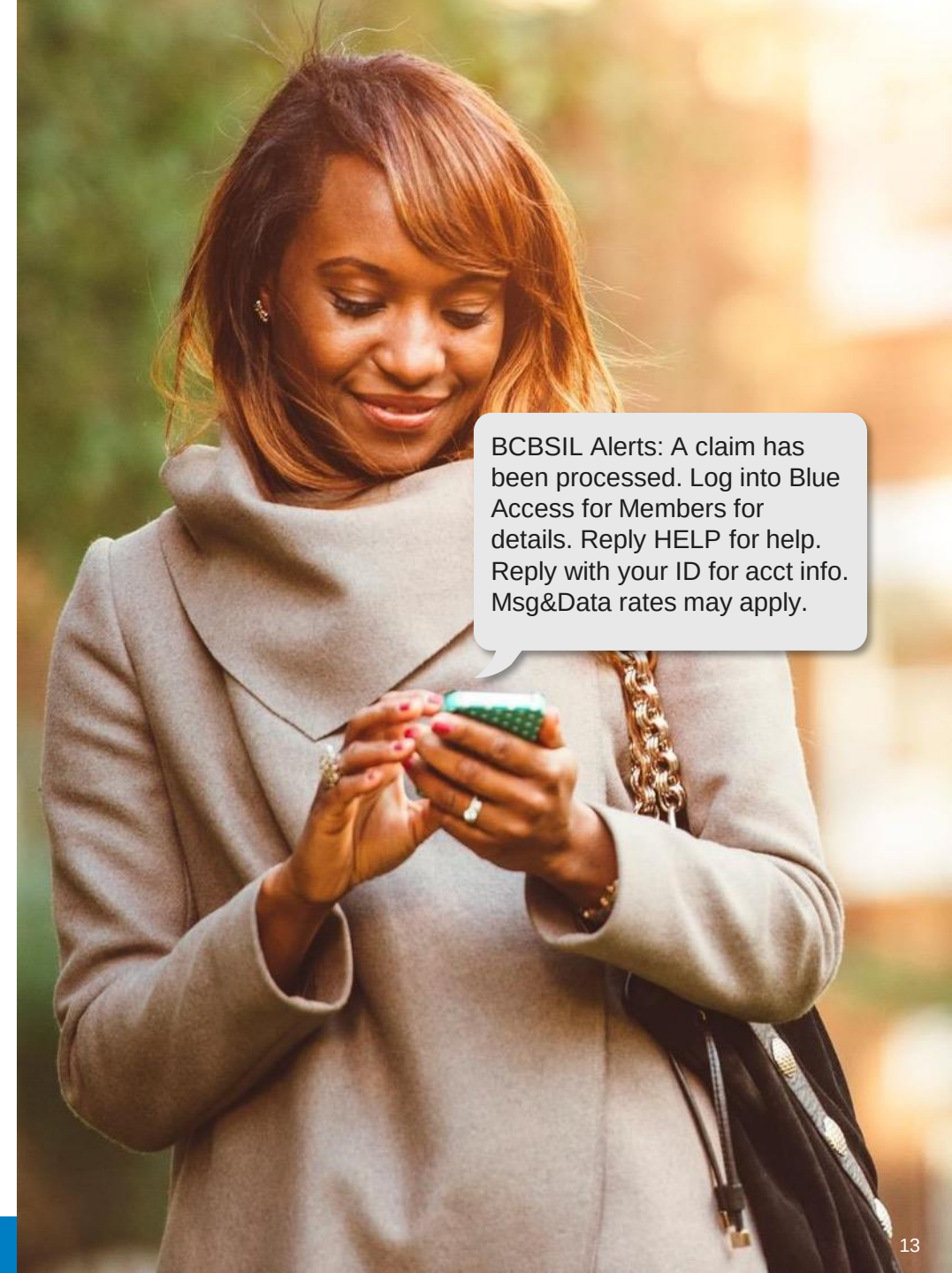
It's easy. Add your mobile phone number to your profile. Then, select the topics that matter most to you.

You can learn about new benefits and services, get claims alerts, secure message<sup>2</sup> notifications, wellness tips and more.

- You will receive automated messages, alerts, campaign messaging and care management notifications
- Some SMS messages may include a link that directs you to our secure mobile feed – an experience that displays like a social media feed

<sup>1</sup>Messaging powered by Relay Network, an independent company, that is delivering messages on behalf of Blue Cross and Blue Shield of Illinois.

<sup>2</sup>Notifications sent via automated text message. Message frequency varies. Text HELP to 33633 for HELP or STOP to 33633 to STOP. Message and data rates may apply. Terms & Conditions and Privacy Policy at [bchsil.com/member/text-messaging](https://bchsil.com/member/text-messaging)



BCBSIL Alerts: A claim has been processed. Log into Blue Access for Members for details. Reply HELP for help. Reply with your ID for acct info. Msg&Data rates may apply.

# Sign Up for Blue Access for Members<sup>SM</sup>

BlueCross BlueShield of Illinois

Welcome Individual & Family Medicare Medicaid Employers Producers Providers

Home Shop Plans For Members Find Care Prescription Drugs Get Help About Us

Notice for Blue Access for Members Data Incident

Wherever Life Takes You

Whether traveling far or close to home, take your health with the BCBSIL Mobile App.

Get Started

Step 1 of 3  
Please fill out your policy information

First Name

Last Name

Date of Birth  
MM / DD / YYYY

Identification Number

Your identification number is listed on the left side of your ID card below your name.

BlueCross BlueShield of Illinois

|                                               |                               |
|-----------------------------------------------|-------------------------------|
| Subscriber Name:<br><b>JOHN DOE</b>           | Plan:<br>PPO                  |
| Identification Number:<br><b>ABC123456789</b> | Office Visit:<br>\$20         |
|                                               | Specialty Copay:<br>\$20      |
|                                               | Emergency:<br>\$100           |
|                                               | Emergency:<br>\$100           |
| Group Number: <b>123456</b>                   | BIN:<br><b>01234</b>          |
|                                               | Benefit Plan:<br><b>H10PT</b> |

PPO R

Are you a Legal Guardian?  
☐ I am a Legal Guardian

Continue

Go to **bcbsil.com** or download the BCBSIL App to get started



Online: Go to **mybam.bcbsil.com** to log in or create an account

OR

Get the App: Scan the QR code or text **BCBSILAPP** to **33633\*** for a download link

\*Message and data rates may apply.

Screen images are for illustrative purposes only.



# Your Health and Wellness Benefits



# Your Health and Wellbeing Programs

## FIT BETTER HEALTH INTO YOUR SCHEDULE

Log in at [bcbsil.com](https://bcbsil.com) to access these resources and more.



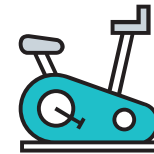
[Well onTarget®](#) helps you reach your health and wellness goals through online self-management programs and rewards.



[Digital Mental Health](#) supports your mental wellbeing with programs for stress, depression, sleep problems, panic and substance use.



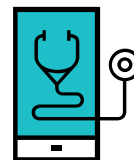
[24/7 Nurseline](#) conveniently answers your health questions.



[Fitness Program](#) gives you access to a network of gyms that fit your budget and lifestyle.



[Women's and Family Health](#) provides support for cycle tracking, pregnancy and parenting.



[Digital coaching programs](#) help you manage your weight, diabetes, high blood pressure and joint and spine issues.

# Take Care of Your Mental Health

Your plan includes behavioral health benefits so you and your covered family members can get help for:

- Anxiety
- Autism
- Depression
- Substance use disorder
- Eating disorders
- And other mental health conditions

Call a **Health Advocate** for help to find a counselor, psychiatrist or treatment center.





# MENTAL HEALTH HUB

## Expanded Access to Innovative Treatment and Solutions for:

- Substance Use Disorders
- Pediatric Mental Illness
- Eating Disorders
- Obsessive Compulsive Disorders

## Mental Health Hub offers:

- Digital, one-stop-shop for mental health resources
- Direct access from [bcbsil.com](https://bcbsil.com)
- Wellness check-in to assess your mental health needs
- Personalized recommendations
- Condition-specific articles, videos, podcasts, tools and more



# Digital Mental Health

Delivered by  **learntolive**



Online programs and services based on proven therapy techniques (English and Spanish); personal coaching is also available by phone, text or email



Private, convenient way to get help for mental health concerns:

- Depression
- Insomnia
- Panic
- Resilience
- Stress, Anxiety and Worry
- Social Anxiety
- Substance Use



Available to employees and family members (13 and older) at no cost to you

## GET STARTED WITH A MENTAL HEALTH ASSESSMENT:

- Go to **bcbsil.com**
- Log in to **Blue Access for Members<sup>SM</sup>**
- Choose **My Health** then **Wellness**, then find **Digital Mental Health**

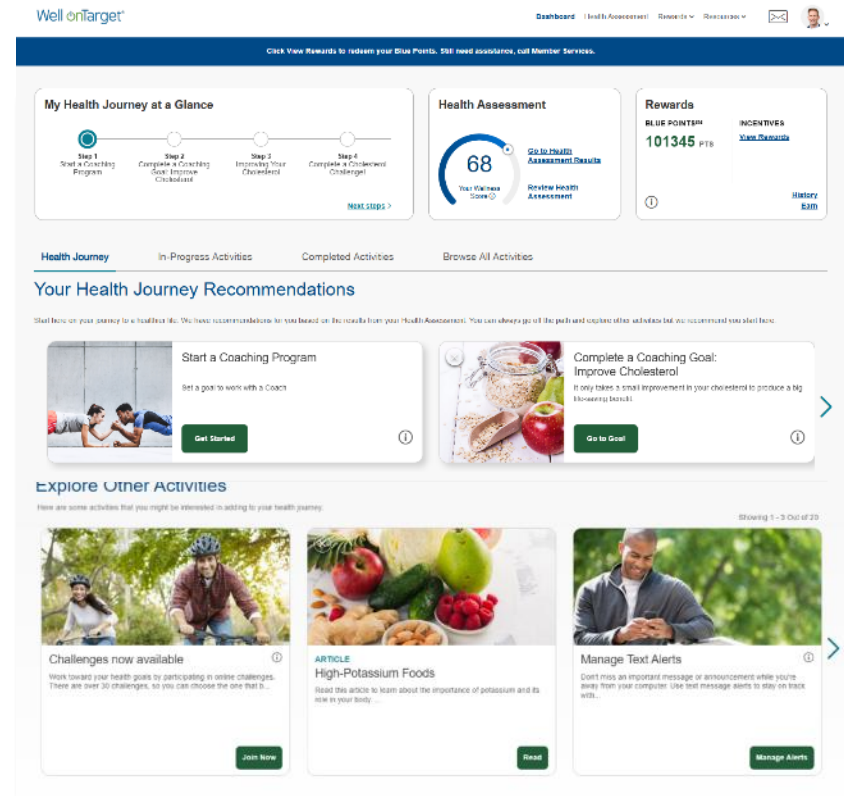
**Less than 50%** of people with a mental health condition receive treatment\*

\*National Alliance on Mental Illness, Mental Health by the Numbers, 2019

Learn to Live provides educational behavioral health programs. Members considering further medical treatment should consult with a physician. Learn to Live, Inc. is an independent company that provides online behavioral health programs and tools for members with coverage through Blue Cross and Blue Shield of Illinois.

BCBSIL makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

# Member Wellness Portal



The portal includes recommended activities that make up your Personal Member Journey.

May be included in other packages.

The Fitness Program is provided by Tivity Health™ Services, LLC, an independent contractor which administers the Prime® Network of fitness centers. The Prime Network is made up of independently-owned and managed fitness centers. Prime is a registered trademark of Tivity Health, Inc. Tivity Health is a trademark of Tivity Health, Inc.

## Portal Highlights

- Health Assessment
- Personalized “My Journey” member dashboard
- Digital self-management programs
- Trackers and tools
- “Explore” wellbeing resources
- Coaching program\*
- Interactive symptom checker
- Health and wellness content
- Secured messaging
- Blue Points<sup>SM</sup> \*
- Fitness Program
- Tracking for fitness, nutrition and device integration
- Personal wellness challenges
- Mobile app (AlwaysOn)
- Health and Wellness content

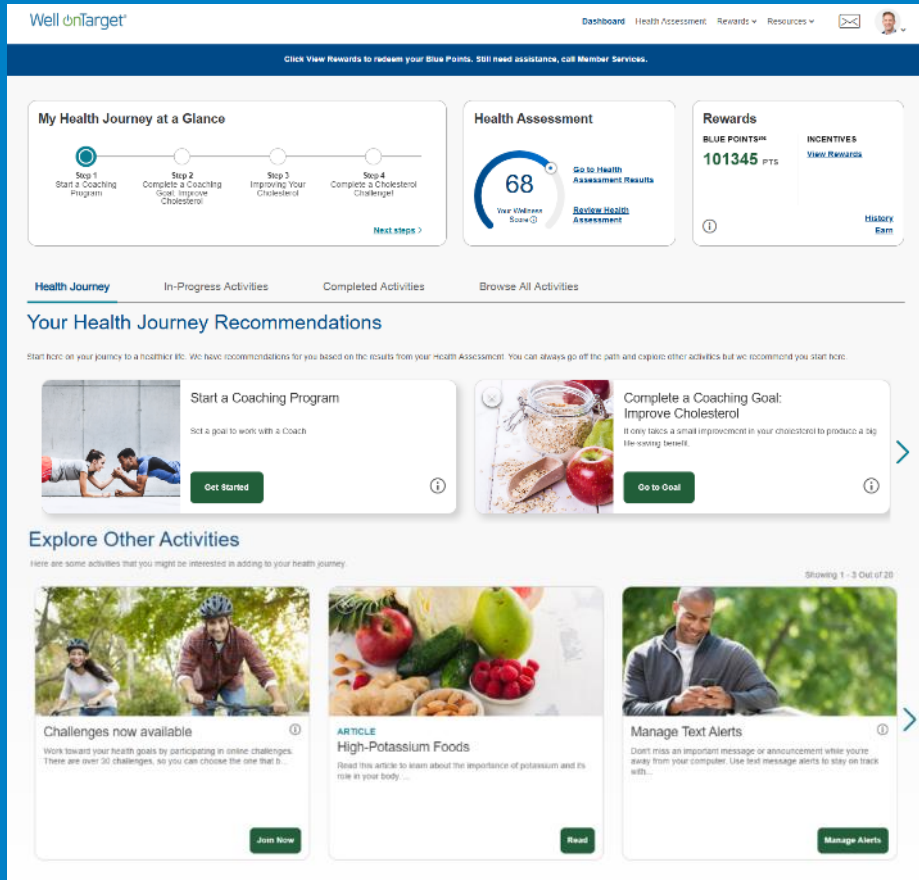
\*Blue Points program rules are subject to change without prior notice. Member agrees to comply with all applicable federal, state and local laws, including making all disclosures and paying all taxes with respect to their receipt of any reward.

AlwaysOn is owned and operated by Onlife Health Inc. an independent company that has contracted with Blue Cross and Blue Shield of Illinois to provide digital health management for members with coverage through BCBSIL. BCBSIL makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.



# Wellness Information, Right at Your Fingertips

## Digital self-management programs on a range of wellbeing topics



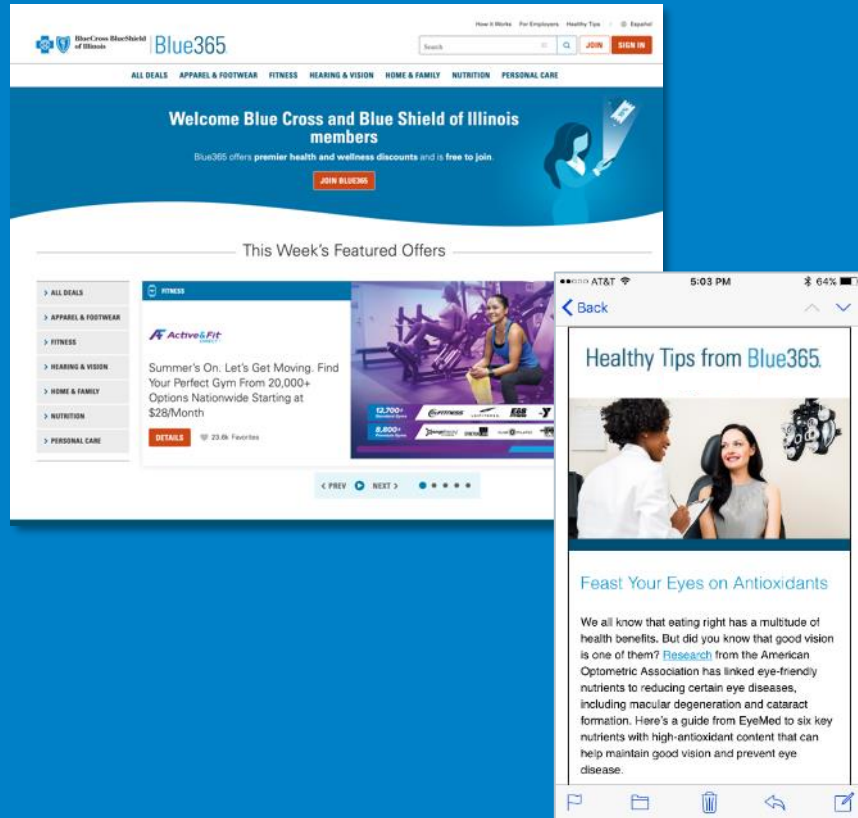
### Interactive

- Enhancing Your Physical Activity
- Managing Your Stress
- Improving Your Sleep
- Living With Diabetes
- Quitting Tobacco
- Staying Tobacco-Free
- Achieving Your Healthy Weight
- Maintaining Your Healthy Weight
- Nutrition for Better Health
- Improving Your Blood Pressure
- Financially Fit
- Improving Your Oral Health

### Educational

- Managing Your Metabolic Syndrome
- Preventing Diabetes
- Healthy Bones and Joints
- Living With Asthma
- Living With Chronic Obstructive Pulmonary Disease
- Living With Congestive Heart Failure
- Living With Coronary Artery Disease
- Improving Your Cholesterol
- Healthy Pregnancy
- Preventive Health: Reducing Your Risks

## Member discounts simply for being a BCBSIL member



Screen images are for illustrative purposes only.

## Blue365<sup>®</sup> Member Discount Program

- Exclusive health and wellness deals from national and local retailers
- Save money on fitness classes and gear, family activities, healthy eating, dental, vision, hearing aids and more from top national and local retailers
- Go to [www.blue365deals.com/bcbsil](http://www.blue365deals.com/bcbsil) to register, view your available discounts and sign up for weekly emails

The relationship between these vendors and Blue Cross and Blue Shield of Illinois is that of independent contractors. Blue365 is a discount program only for BCBSIL members. This is NOT insurance. Some of the services offered through this program may be covered under your health plan. Employees should check their benefit booklet or call the Customer Service number on the back of their ID card for specific benefit facts. Use of Blue365 does not change monthly payments, nor do costs of the services or products count toward any maximums and/or plan deductibles. Discounts are only given through vendors that take part in this program and are subject to change. BCBSIL does not guarantee or make any claims or recommendations about the program's services or products. Members should consult their doctor before using these services and products. BCBSIL reserves the right to stop or change this program at any time without notice. BCBSIL makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

# Blue Points<sup>SM</sup> – How to Earn Points

Members earn points for regularly participating in healthy activities. Points are redeemable for gift cards.

Eligible activities include:

- Health Assessment completion
- Digital self-management program completion
- Fitness Program enrollment and visits to participating locations
- Use of Online Trackers
- Connecting and syncing a fitness or nutrition device or app

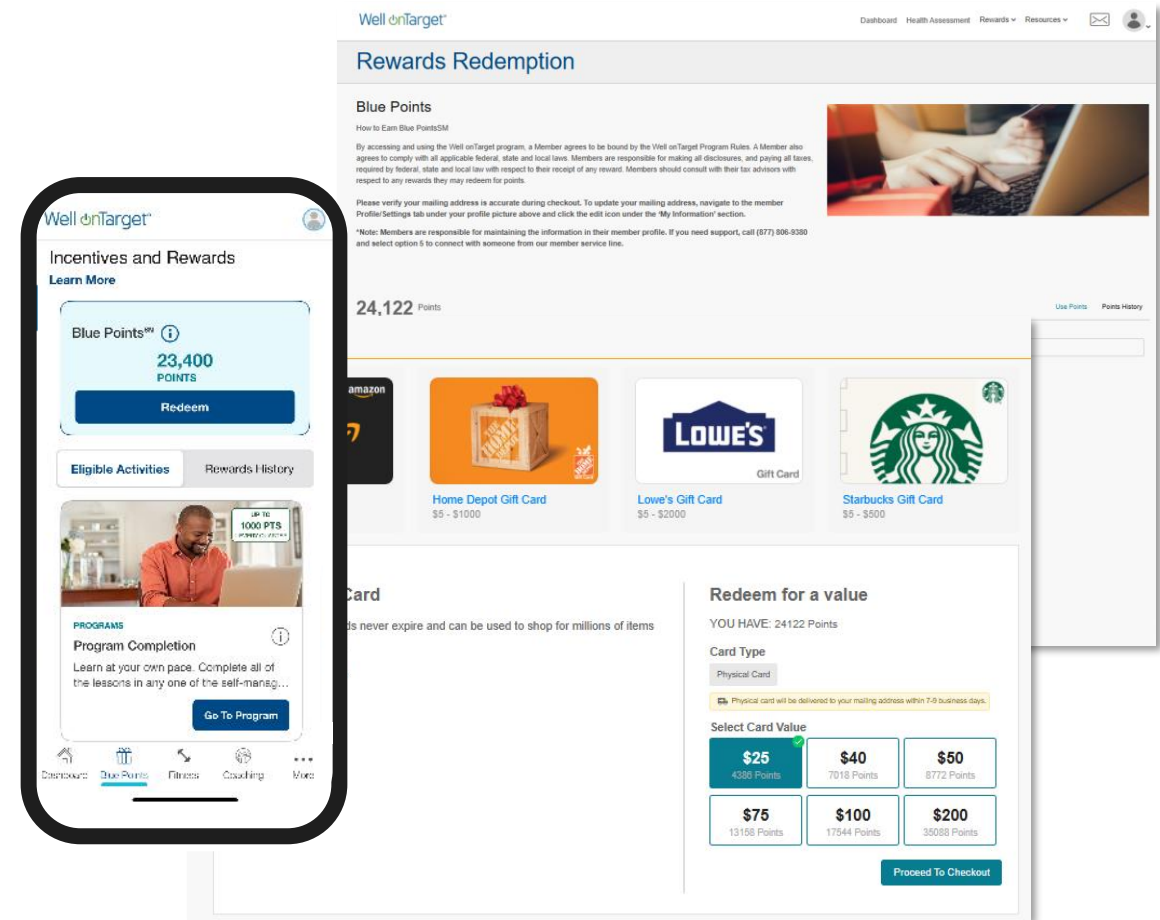
AlwaysOn is owned and operated by Onlife Health Inc. an independent company that has contracted with Blue Cross and Blue Shield of Illinois to provide digital health management for members with coverage through BCBSIL.

Blue Points Program Rules are subject to change without prior notice. See the Program Rules on the Well onTarget Member Wellness Portal for more information.

Member agrees to comply with all applicable federal, state and local laws, including making all disclosures and paying all taxes with respect to their receipt of any reward.

The Fitness Program is provided by Tivity Health™, an independent contractor that administers the Prime Network of fitness locations. The Prime Network is made up of independently owned and operated fitness locations.

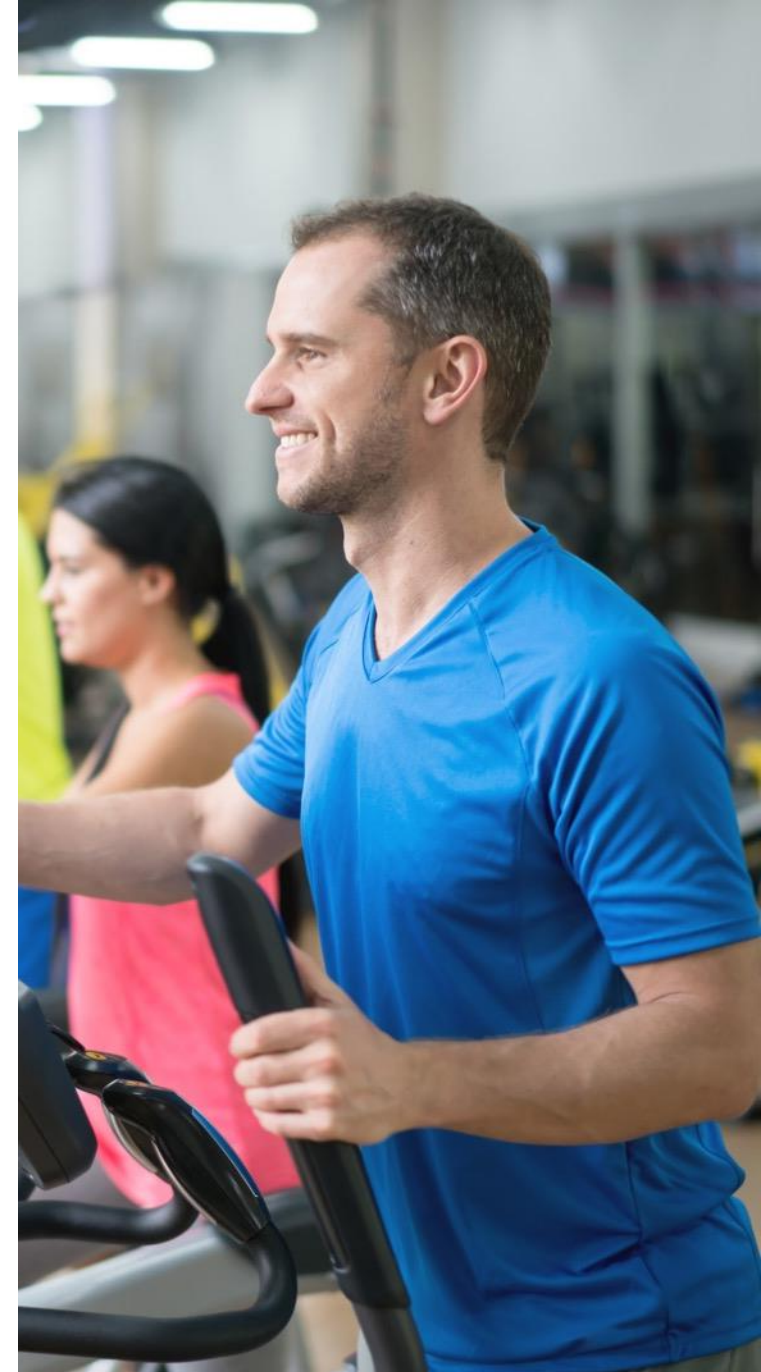
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# Our Fitness Services

- Flexible and budget-friendly gym network options from \$19 to \$129 per month with Well onTarget® Fitness Program by Tivity Health™
- Offered to members (and their dependents) of participating Blue Cross and Blue Shield of Illinois plans
- Unique program designed to promote health, wellness and activity for adults 18+. Family-friendly — expands gym network access to your covered dependents at a bundled price discount
- Studio Class Network: Boutique-style classes and specialty gyms with pay-as-you-go option and 30% off every 10th class
- Access to multiple fitness locations, nationwide where members live, work and travel. Existing and potential members can search for locations by accessing the Fitness program page through Blue Access for Members<sup>SM</sup> and through the Well onTarget Fitness Program mobile app
- Easy online enrollment (or by phone) plus fitness location finder



Member agrees to comply with all applicable federal, state and local laws, including making all disclosures and paying all taxes with respect to their receipt of any reward. The Fitness Program is provided by Tivity Health™, an independent contractor that administers the Prime Network of fitness locations. The Prime Network is made up of independently owned and operated fitness locations.

# Flexible Gym Network

*A choice of gym networks to fit budgets and preferences.\**

| CLASSIC                                                    |                      |                       | LUXURY                                                                                          |          |           |          |
|------------------------------------------------------------|----------------------|-----------------------|-------------------------------------------------------------------------------------------------|----------|-----------|----------|
| Base                                                       | Core                 | Power                 | Elite                                                                                           | Pro      | Signature | Premier  |
| \$19/mo                                                    | \$29/mo              | \$39/mo               | \$129/mo                                                                                        | \$159/mo | \$199/mo  | \$239/mo |
| 3,500+ Standard Gyms                                       | 8,500+ Standard Gyms | 13,000+ Standard Gyms | Access to 1 Luxury Gym + All 13,000+ Standard Gyms (Luxury Gyms differ by tier, 180+ Available) |          |           |          |
| Digital Content: Video and Live Stream                     |                      |                       |                                                                                                 |          |           |          |
| Studio Class Rewards: 30% off every 10 <sup>th</sup> Class |                      |                       |                                                                                                 |          |           |          |

- **Studio Class Network:** Boutique-style classes and specialty gyms are pay-as-you-go with 30% off every 10<sup>th</sup> class.
- **Family Friendly:** Expands gym network access to your covered dependents at a bundled price discount. Member pays one enrollment fee for the entire family.
- **Convenient Payment:** Monthly fees are paid via automatic credit card or bank account withdrawals.

\*Represents possible network locations. Check local listings for exact network options as some locations may not participate. Network locations are subject to change without notice.

## Membership Options to Choose From

- Select a plan based on lifestyle and preferences to have access to all gyms included in the plan and lower plans.
- Elite, Pro, Signature and Premier plans include the option to select a Home Gym plus access to all other gyms.
- Members have the option to change their Home Gym monthly.

Questions?

