

Member Information

www.bcbsok.com

- ❖ **24/7 Nurseline-** The Nurseline is always available and will help members with questions or if they need to know where to go for care (ER or Urgent Care).

- ❖ **Blue Access for Members-** online member portal in which members can:
 - View or print Explanation of Benefits
 - Locate in-network providers
 - Request or print a temp ID Card
 - Access the suite of programs available
 - Sign up for Identity Protection
 - Cost Estimator-this is a tool to search the estimated cost for over 16,000 procedures. This helps members find the lowest cost providers when scheduled procedures are needed such as MRIs, CT Scans, etc.

- ❖ **BCBS Mobile App-** Mobile app available on Android or iPhone. All features available just as on desktop/laptop. Text BCBSOK APP to 33633 to download.

- ❖ **Blue365 Member Discounts-**
 - Discount available just for presenting your BCBSOK Member Card. Product and Program discounts will vary throughout the year, but the following are constant.
Consistent Discounts Include:
 - Eyemed Vision Discount
 - Jenny Craig/Seattle Suttons/Nutrisystem
 - TrueHearing/Beltone
 - Dental Solutions

- ❖ **Blue Points-** Reward system available to members for health lifestyle choices and tracking. Members can read articles, participate in lifestyle management programs, take a health risk assessment, link fitness trackers, and many other activities that will earn the member Blue Points. The Blue Points can be used to purchase items in an online catalog like Amazon...there is everything from gift cards to electronics.

- ❖ **Case Management-** Department of health professionals, specifically RNs that can coordinate care for a member. This program is used for serious health conditions, such as transplants, cardiac surgery, cancer, etc.

- ❖ **Condition Management**- Personal coaching by health professionals for a member to help manage chronic conditions such as:
 - Asthma
 - COPD
 - Congestive Heart Failure
 - Coronary Artery Disease
 - Depression
 - Diabetes
 - Low Back Pain

- ❖ **Coverage**-
 - **Nationwide Coverage**- Medical and prescription coverage available to members anywhere in the United States. To be in-network, members need to use a PPO provider in the state in which care is being provided.
 - **Worldwide Coverage**- Coverage is provided outside the United States in the event of an emergency or illness while outside the country.

- ❖ **Dispatch Health**- Mobile urgent care available for all Blue Cross members. Go to www.dispatchhealth.com to see if it is available in your area.

- ❖ **Fitness Program**- Joining this program gives the member a nationwide network of fitness centers for a \$25 enrollment fee and \$25 per month (per adult). There is no contract. Three times a year, the enrollment fee is waived for members. The member will also receive Blue Points every time they check in to the gym.

- ❖ **Health Risk Assessment**- Can be taken twice per year and members can update as they reach health or lifestyle goals.

- ❖ **MDLIVE**- Virtual Visit Care powered through MDLIVE. Members can register through the quick link on Blue Access for Members. This should be done ahead of time as it is similar to new patient paperwork at a doctor's office. The cost of the virtual visit is equal to the doctor's office visit copay.

- ❖ **Member Preventative Services**- Preventative check-ups and screenings available for members to help find illnesses and medical problems early (example services: wellness exams, recommended vaccines, various screenings). Go to bcbsok.com for a list of preventative services which are covered at no cost to members.

- ❖ **PrimeMail**- Home-delivery pharmacy service through Walgreens. Go to walgreens.com/primemail to register.

- ❖ **Season of Life-** A department dedicated to helping the surviving family member with the claim process for an end of life event.
- ❖ **Smoking Cessation-** Members can elect to work with a Lifestyle Coach in their journey to quit smoking. This program is available via phone or email.
- ❖ **Special Beginnings-** Program available to members expecting a child. This program assigns a nurse to the member who will follow the mother from diagnosis to 6-week postpartum. This program is a tool to educate mothers, help determine if the mother is high risk, coordinate care, and identify postpartum depression.
- ❖ **Weight Loss Coaching-** A program available to members via phone or email to assist with personalized support and guidance in a weight loss journey.
- ❖ **Well On Target-** Online Wellness Portal with tools and programs available to members.
- ❖ **Wellness Portal-** Over 20,000 articles related to health and wellness available for viewing by members.
- ❖ **Wellness Coaching-** Personal coaches that help with fitness and health goals. Members can use this service via phone or email.