

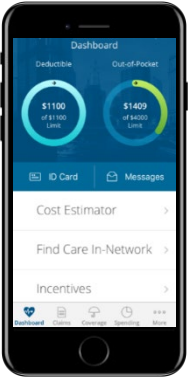
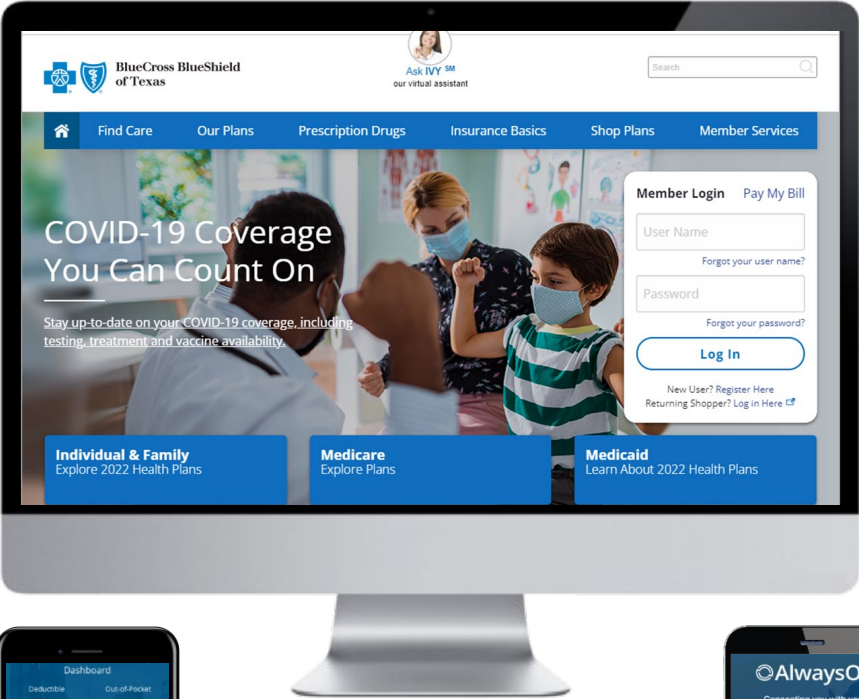


Blue Access for MembersSM

Secure Member Portal

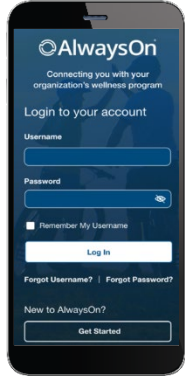
STUDENT HEALTH BENEFITS 2025

Member Tools and Resources



BCBSTX App

Quick access to member information and resources including claims, coverage, deductible and ID information



AlwaysOn App

Wellness at members' fingertips, allowing secure access to coaching, the health assessment and activity tracking

Blue Access for MembersSM

Provider Finder[®]

Claim History and Health Snapshot

Well onTarget[®]

Health Assessment

-  View/Download ID Card
-  Mobile Preferences
-  See Benefits and Claims
-  View Member Care Profile
-  Blue PointsSM Program
-  Women & Family Planning
-  Search Provider Finder[®]
-  Access Wellness Programs and Perks

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

Blue Access for MembersSM (BAMSM)

The screenshot displays the BlueCross BlueShield of Texas BAM website. At the top, there is a navigation bar with links for Welcome, Employers, Producers, Providers, Company Information, Feedback, Language Assistance, and an En español button. Below this is a header section featuring the BlueCross BlueShield of Texas logo, a virtual assistant icon labeled 'Ask IVY SM our virtual assistant', and a search bar. A main navigation bar includes links for Home, Find Care, Our Plans, Prescription Drugs, Insurance Basics, Shop Plans, and Member Services. The central banner area features a large image of a family wearing masks, with the text 'COVID-19 Coverage You Can Count On' and a link to stay up-to-date on COVID-19 coverage. To the right of the banner is a 'Member Login' section with fields for User Name and Password, and a 'Log In' button. Below the login section are links for 'New User? Register Here' and 'Returning Shopper? Log in Here'. At the bottom, there are three blue buttons for 'Individual & Family Explore 2022 Health Plans', 'Medicare Explore Plans', and 'Medicaid Learn About 2022 Health Plans'.

Welcome Employers Producers Providers

Company Information Feedback Language Assistance En español

BlueCross BlueShield of Texas

Ask IVYSM our virtual assistant

Search

Find Care Our Plans Prescription Drugs Insurance Basics Shop Plans Member Services

COVID-19 Coverage You Can Count On

Stay up-to-date on your COVID-19 coverage, including testing, treatment and vaccine availability.

Member Login Pay My Bill

User Name

Forgot your user name?

Password

Forgot your password?

Log In

New User? Register Here

Returning Shopper? Log in Here

Individual & Family Explore 2022 Health Plans

Medicare Explore Plans

Medicaid Learn About 2022 Health Plans

To register you will need your ID number from your ID card or you can call Customer Service

Access BAM online or on your mobile device at bcbsxx.com

Click **Register Here** for New Users



Dashboard

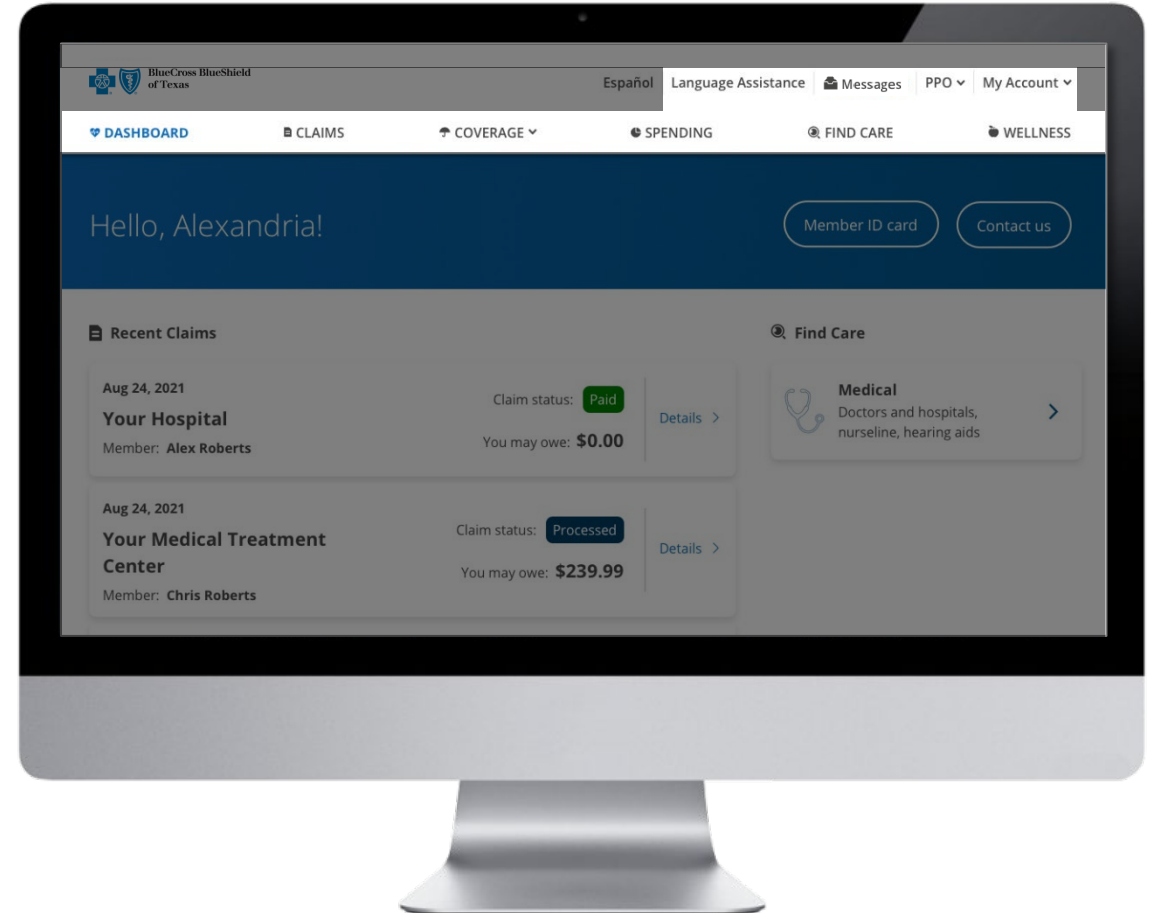
Home base for all your health
plan information

Do it All from Your Dashboard



From Blue Access for MembersSM,
your secure member portal, you can:

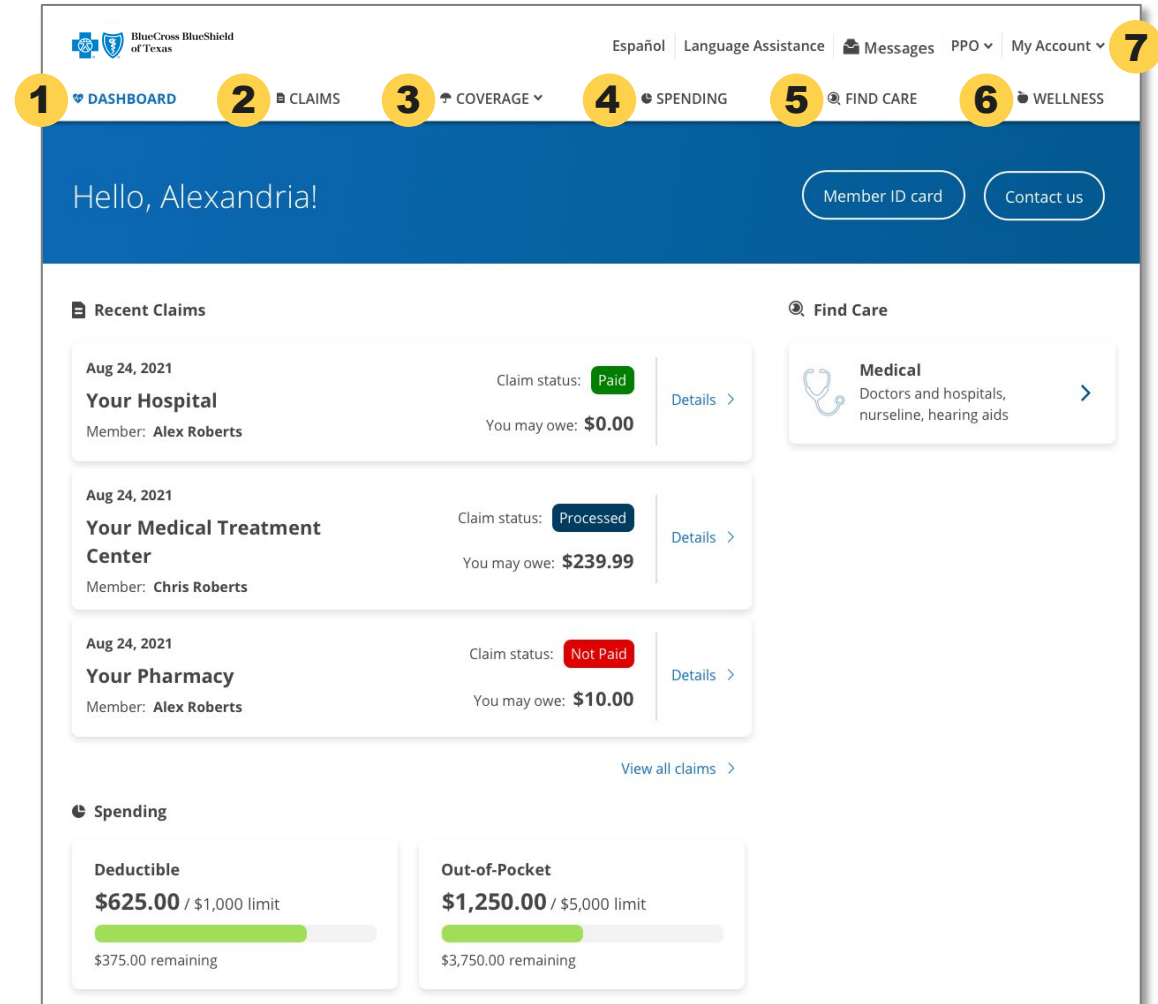
- Manage Your ID Card
- Manage Preferences
- View Coverage
- See Claims and Explanation of Benefits
- Access Spending Summaries
- Search Provider Finder[®]
- Learn about Wellness Programs and Perks



Navigation has Never Been Easier

Start here to view your claims, spending and find care.

- 1 Dashboard** – See your family's claims and health care spending, order an ID, navigate the site quickly and easily
- 2 Claims** – View quick claims summaries or download your Explanation of Benefits (EOB)
- 3 Coverage** – See medical, dental and pharmacy benefit highlights
- 4 Spending** – Track your deductible and out-of-pocket expenses
- 5 Find Care** – Find in-network doctors, hospitals and other health care providers quickly and easily
- 6 Wellness** – Access preventive care guidelines, information and health tips for managing health conditions and living a healthier life
- 7 My Account** – Use this menu for everything else: View your health history, update your profile and preferences, sign up for electronic EOBs, find claim forms, manage privacy preferences and contact us

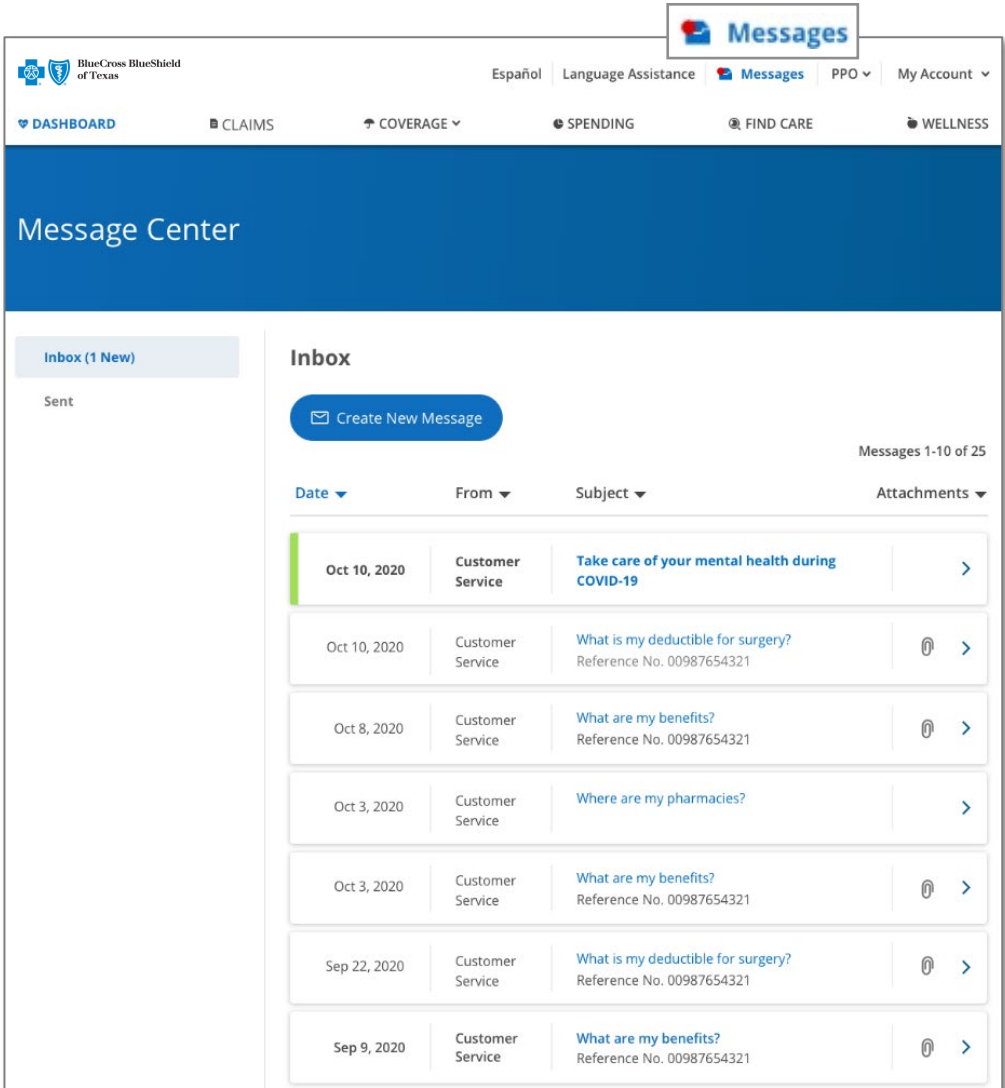




Message Center

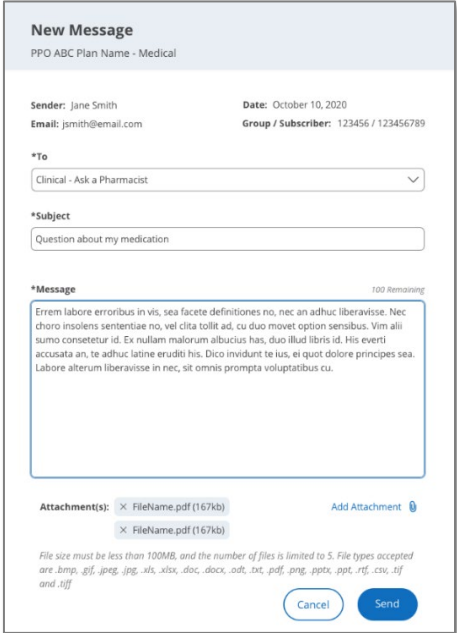
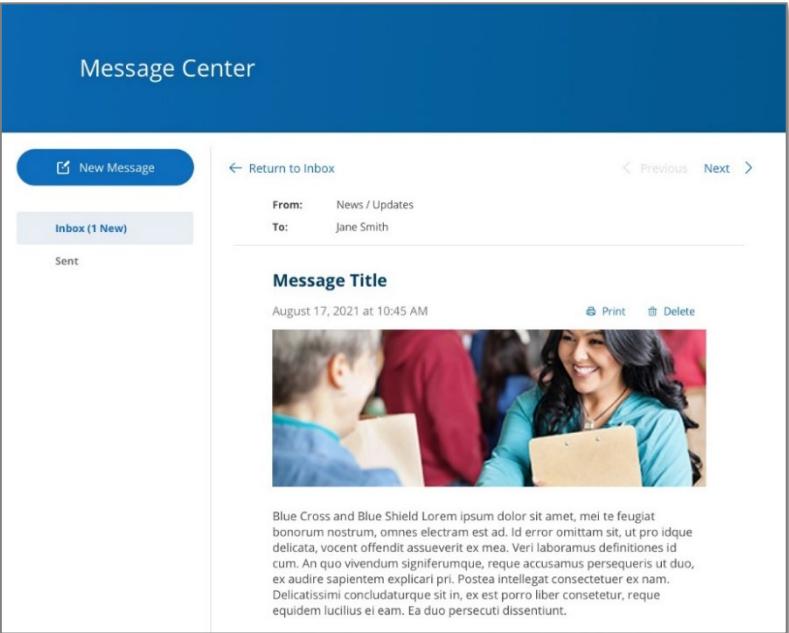
Contact Customer Service when
it's convenient for you

Message Center



Get your questions answered via secure messaging.

- Reach out, receive messages and respond on your own time
- Send a detailed message and include attachments
- Keep your communication organized





My Account

- My Health History
- Profile and Preferences
- Contact Us
- Member ID Card
- Forms and Documents

My Health History

A snapshot of your health and claims:

- View a list of your providers, medical conditions and prescriptions as well as recent visits
- See test results
- Download your data to save and share

MY ACCOUNT

BlueCross BlueShield of Texas

Spanish

Language Assistance

MY ACCOUNT

DASHBOARD

CLAIMS

COVERAGE

SPENDING

FIND CARE

WELLNESS

My Health History

Summary

Providers & Doctor Visits

ER Visits and Hospitalizations

Tests, Conditions, and Medications

My Care Profile is an overview of your medical history. It is based on claims paid by your health plan. The Reported Medical Conditions lists your acute conditions in the past 12 months. It also lists your chronic conditions in the past 24 months.

Note: My Care Profile is not a medical record. It is not intended to be a complete record of your health information. Sensitive or legally prohibited data may not be listed. The record may also contain errors. This is because it relies on information given to your health plan through claims.

Talk to your doctor if you have questions about this information.

Viewing:

John Jones

My Providers

Dr. Joseph Smith

General Practice

Last Service Date: Jul 1, 2020

(877) 774-8592

Dr. Kathleen Lawrence

Emergency Medicine

Last Service Date: Jun 12, 2020

(877) 555-5567

Dr. Phillip Hawkins

Anesthesiology

Last Service Date: Jun 12, 2020

(877) 555-5567

View All Providers

Doctor Visits and Reported Services

Dr. Joseph Smith

Last Service Date: Jul 1, 2020

2 Services:

Annual Checkup, Blood work

Dr. Joseph Smith

Last Service Date: Jun 12, 2020

7 Services:

Annual checkup, Blood work, Testing services, Lorem ipsum, Another service here, MRI, Diagnostics

Dr. Joseph Smith

Last Service Date: Jun 12, 2020

4 Services:

Testing services, Another service here, MRI, Diagnostics

10

Profile and Preferences

Tell us how you'd like us to communicate:

- Select email or text for various communications
- Select your language preference
- Update contact information

BlueCross BlueShield of Texas

MY ACCOUNT

MY ACCOUNT

Dashboard

Claims

Coverage

Spending

Find Care

Wellness

Profile and Preferences

Contact Information

Language Preferences

Notification Preferences

Account Password

Contact Information

Refresh

Edit

Member Name

John Smith

Mailing Address

123 West Maple St.

Somewhere, IL 60060

Email Address

jsmith@email.com

Not Verified

Didn't get an email? Check your spam folder or send a new verification message.

Phone Number for Calls

(708) 555-5555

Phone Number for Texts

(708) 555-5555

Verified

Quickly find the
right contact for the
information you
need right now.

MY ACCOUNT

Español
Language Assistance
Messages
PPO
MY ACCOUNT

DASHBOARD
CLAIMS
COVERAGE
SPENDING
FIND CARE
WELLNESS

Contact Us

Health Advocate

Work with an experienced Health Advocate who can match your needs with the best available health care provider.

Call to speak to a Health Advocate over the phone or ask to work with an online agent by starting a session in the Live Chat section.

[Learn more about Health Advocate](#)

1-800-409-9462

24 hours a day, 7 days a week, except major holidays

Live Chat

Start a live chat session with a customer service agent for questions about your plan or support managing your health care.

Start Live Chat

Message Center

Use the Message Center to contact us. When you provide us with your email address or phone number, we may store this information and use it to contact you so that we can answer your questions.

Visit Message Center

Technical Support

For technical questions about the Blue Access for Members sm website, call the Internet Help Desk.

1-888-706-0583
TTY: 711

24/7 Nurseline

Speak to a highly trained nurse 24 hours a day, 7 days a week.

1-888-299-0274

Member ID Card

Forgot your member ID card? View and print a temporary card, or request a replacement, if needed.

BlueCross BlueShield of Texas

MY ACCOUNT

Español

Language Assistance

MY ACCOUNT

DASHBOARD

CLAIMS

COVERAGE

SPENDING

FIND CARE

WELLNESS

Member ID Card

Medical

Pharmacy

Dental

Vision

Hearing

Temporary Member ID Card

The image is your member ID card and proof of insurance for any doctor or hospital visit. Simply download or print the image and show it to your Provider.

BlueCross BlueShield

USI

Member Name: MICHAEL E. LINK

Member ID Number: UAG625792156

Group Number: 122053

Coverage Date: 01/01/20

BCA FAMILY

*Max \$500/100 **\$150/275

Call BCBS for MRE/CTS questions

COV

Specialist

425/950

ER/UC

1300/1150

RX General P&P

62%/50%

RX Brand P&P

50%

Public: C11552

Refill: BCTA

PPO

R

BlueCross BlueShield of Texas

Health Advocate 1-855-228-1560

Member Name: MICHAEL E. LINK

Member ID Number: UAG625792156

Group Number: 122053

Coverage Date: 01/01/20

BCA FAMILY

*Max \$500/100 **\$150/275

Call BCBS for MRE/CTS questions

COV

Specialist

425/950

ER/UC

1300/1150

RX General P&P

62%/50%

RX Brand P&P

50%

Public: C11552

Refill: BCTA

PPO

R

View and Download

Need a New ID Card?

You can use the Temporary Member ID card provided, download the [Blue Cross Blue Shield of Oklahoma \(BCBSTX\)](#) app to view on your mobile device, or order a new ID card.

Order New Member ID Card

Forms and Documents

View, download and print claim, prescription mail order, privacy and other forms and documents.

BlueCross BlueShield of Texas

DASHBOARD

CLAIMS

COVERAGE

SPENDING

FIND CARE

WELLNESS

Español

Language Assistance

MY ACCOUNT

MY ACCOUNT

Forms and Documents

All Forms and Documents

Account Administration

Applications

Authorizations

Certifications

Claim

HIPAA Individual Rights

Instructions

Order Form

Tax Form 1095-B

Searchs

38 Results

Account Administration

Account Admin Document

View

Account Administration

Account Administration Form

View

Applications

Application Document

View

Authorizations

Authorizations Document - (Spanish)

View

Authorizations

Authorizations Form

View

14



Claims

All your claims, all in one place

Claims

From the Claims tab, you can easily:

- View a summary of recent claims
- Search for claims by provider or claim number
- Select and download claim details
- View or print Explanation of Benefits
- Access claim FAQs

CLAIMS

BlueCross BlueShield of Texas

[Español](#) | [Language Assistance](#) | [MY ACCOUNT](#)

DASHBOARD

CLAIMS

COVERAGE

SPENDING

FIND CARE

WELLNESS

Claims

If you receive a bill from a provider, [contact us](#) immediately. We will review the bill and contact the provider to find out why you were billed. You should never get a bill from an in-network provider for covered services.

Search for Claims

Filter

[Select and Download Claims](#)

35 Results

Aug 24, 2019 CVS Pharmacy Patient: Alex Roberts	Claim Status: Paid Claim #: 98818297378977	Total Billed: \$271.97	You May Owe: \$0.00	Details
Aug 17, 2019 Northwestern Hospital Patient: Alex Roberts	Claim Status: Paid Claim #: 123456712345	Total Billed: \$65.09	You May Owe: \$2.42	Details
Aug 1, 2019 University of New Mexico Women's Medical Center Patient: Alex Roberts	Claim Status: Paid Claim #: 738100238172	Total Billed: \$274.39	You May Owe: \$24.16	Details
Jul 1, 2019 Walgreens Pharmacy Patient: Alex Roberts	Claim Status: Paid Claim #: 903231773008	Total Billed: \$844.81	You May Owe: \$401.32	Details

Claim Detail

Learn more about your claim:

- The billed charge and how much was saved by using a network provider
- What your Plan paid
- Payment by any other insurer, if applicable

Aug 1, 2020

Close Detail

Women’s Medical Center

Claim Status: Paid

View Full Claim Detail (EOB)

Member: Alex Roberts

Claim #: 738100238172

Claim Type: Medical

Last Updated: Aug 17

Total Billed by Provider	\$274.39
Network Discount	- \$208.77
Paid By Plan	- \$41.46
Paid By Another Source	- \$0.00
Amount You May Owe	\$24.16

Service Detail

View the cost breakdown for each service



Coverage

Get an overview of your health plan benefits

MyPrime.com

Link from Blue Access for MembersSM to:

- Locate a pharmacy
- Find drugs/drug list
- View prescription claim history
- Learn about specific drugs and ways to save, including available generic options
- Get tips on using MyPrime.com, find forms and other helpful information

Prime Therapeutics LLC, a separate company, is a pharmacy benefit management company. Blue Cross and Blue Shield of Texas (BCBSTX) contracts with Prime Therapeutics to provide pharmacy benefit management and other related services. In addition, contracting pharmacies are contracted through Prime Therapeutics. The relationship between BCBSTX and contracting pharmacies is that of independent contractors. BCBSTX, as well as several independent Blue Cross and Blue Shield Plans, has an ownership interest in Prime Therapeutics. MyPrime.com is an online resource offered by Prime Therapeutics LLC.

The screenshot shows the MyPrime.com website. At the top right, there are language options (Eng, Esp), accessibility icons (A, A), and the Prime Therapeutics logo. A dark blue navigation bar contains a home icon, and dropdown menus for Medicines, Pharmacies, Learn, and Forms. On the right of the bar, it says 'John' with a dropdown arrow and an email icon. Below the navigation bar, there is a 'COVID-19 Update: Vaccine Coverage Information' section with a paragraph of text. The main content area features a large banner with a smiling man and the text 'Welcome to MyPrime' and 'Easily manage your medicines'. Below the banner, there is a section titled 'Manage your medicines' with three circular icons: a magnifying glass for 'Find medicines', a location pin for 'Find a pharmacy', and a document with 'Rx' for 'See prescription history'. Each icon has a corresponding text description below it.

Eng Esp A A PRIME THERAPEUTICS

Home Medicines Pharmacies Learn Forms John

COVID-19 Update: Vaccine Coverage Information

Approved COVID-19 vaccines are covered by your health insurance benefit. Check with your local health department to learn where to get a vaccine. Contact your health plan if you have questions.

Welcome to MyPrime

Easily manage your medicines

Use MyPrime.com to save money on medicines for you and your family. We make it easy to compare costs for medicines and find the nearest pharmacy in your network.

Manage your medicines

Find medicines
See cost and coverage information for your medicines

Find a pharmacy
Search pharmacies in your network

See prescription history
Review your prescription history and cost information

Prior Authorizations



Español

Language Assistance

MY ACCOUNT

DASHBOARD

CLAIMS

COVERAGE

SPENDING

FIND CARE

WELLNESS

Prior Authorizations and Referrals

Prior Authorizations

Referrals

Filter

View by 10 30 Results

June 10 - June 28 Member: John Doe Overall Status: Approved	Request ID: U18067AAAC	Provider: North Shore Medical Center Lake Forest	Status Details >
June 10 - June 28 Member: John Doe Overall Status: Pending	Request ID: U18067AAAC	Provider: North Shore Medical Center Lake Forest	Status Details >
June 10 - June 28 Member: John Doe Overall Status: Approved	Request ID: U18067AAAC	Provider: North Shore Medical Center Lake Forest	Status Details >

If you need care that requires prior authorization, or a referral, view the details and track status here.

John Doe

Feb 10 - Jun 28

Overall Status: Partially Approved

Provider: Northwestern Medical

Treatment Setting: Barnyard

Request ID: U18067AAAC

Denial Letter (1)

2 Services:

Service name

Observation or inpatient hospital care, for the evaluation and management of a patient including admission and discharge on the same date, which requires these 3 key components: A detailed or comprehensive history; A detailed or comprehensive examination; and Medical decision making that is straightforward or of low complexity. Counseling and/or coordination of care with other physicians, other qualified health care professionals, or agencies are provided consistent with the nature of the problem(s) and the patient's and/or family's needs. Usually the presenting problem(s) requiring admission are of low severity. Typically, 40 minutes are spent at the bedside and on the patient's hospital floor or unit.

3 Visits Allowed

Status: APPROVED
Oct 26 - Dec 25

5 Visits Requested

Status: PARCIALLY APPROVED
Oct 26 - Dec 25

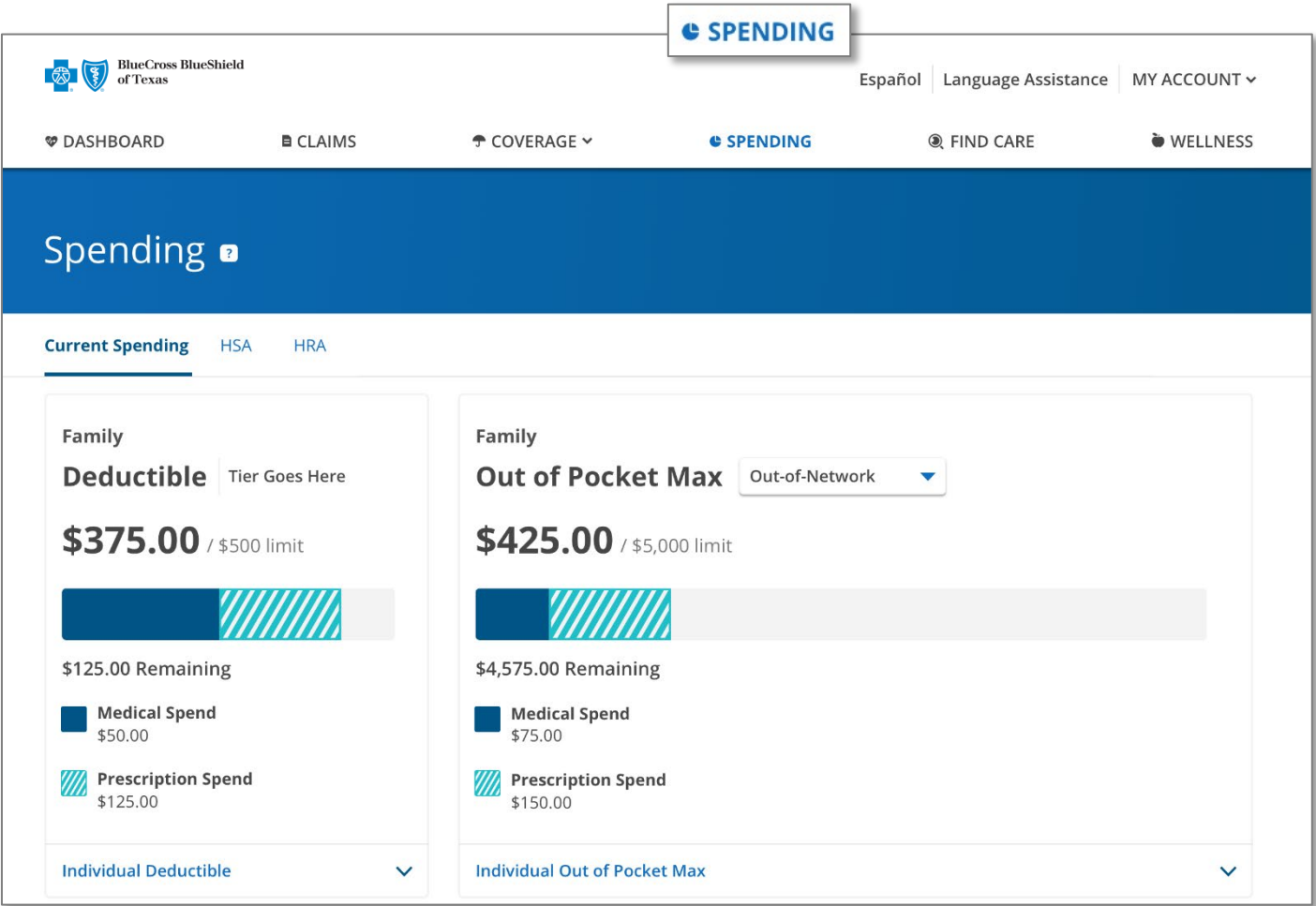


Spending

Track you and your dependents' medical spend for the year

Spending

View where you are at in meeting your deductible and out-of-pocket maximum. Also see how your spending breaks down between medical and pharmacy.





Find Care

Search for in-network providers, facilities, pharmacies and get cost estimates

Find Care

From the Find Care tab you can:

- Access Provider Finder® to find care and get cost information
- Find a network provider
- Find out about the 24/7 Nurseline Audio Health Library

Find Care

Medical

Pharmacy

Dental

Vision

Virtual Visits

Doctors and Hospitals

Use Provider Finder® to search for doctors and hospitals near you. Always confirm that the provider you choose is in your plan network to make sure the service is covered.

Estimate Costs

When you use Provider Finder, you can also compare costs for a medical service. You can estimate the cost of up to 1500 procedures, treatments and tests.

Search Blue Distinction® Centers for Specialty Care

Search for Blue Distinction Centers using Provider Finder. Blue Distinction Centers offer quality care, treatment expertise and better overall patient results. Blue Distinction Centers+ offer more affordable care in addition to quality care, treatment expertise and better overall patient results.
[View Blue Distinction Specialty Care Categories](#)

24/7 Nurseline

The 24/7 Nurseline is staffed by registered nurses who are available 24 hours a day, 7 days a week. When a health problem pops up late in the day or in the middle of the night, it can be hard to know how serious it is. Should you go to the emergency room? Urgent care? Or can it wait until you can see your regular doctor? The 24/7 Nurseline can help answer your health questions, day or night.

For medical emergencies, call 911. This program is not a substitute for a doctor's care. Talk to your doctor about any health questions or concerns.

Find Care

Medical

Pharmacy

Dental

Vision

Virtual Visits

Virtual Visits

Schedule a Virtual Visit

With Virtual Visits, you can speak to board-certified MDLIVE® doctors and therapists, 24 hours a day, seven days a week. Talk to an independently contracted, licensed professional at home, work or many other places. Providers can help you with many non-emergency health issues. Also, a virtual visit can cost less than going to an urgent care or emergency room.

Your online visit can happen using online video or a mobile app¹.

What Virtual Visits Can Help With

General Health

- Allergies
- Asthma
- Sinus infections

Pediatric Care

- Cold/Flu
- Ear infections
- Pink eye

Behavioral Health Counseling

- Anxiety and Depression
- Sleep Disorders
- Smoking Addition

They can also write – and send – prescriptions (when appropriate) to a nearby pharmacy.²

Virtual Visits Can Not Help With

- Emergencies
- Broken Bones

Getting Started

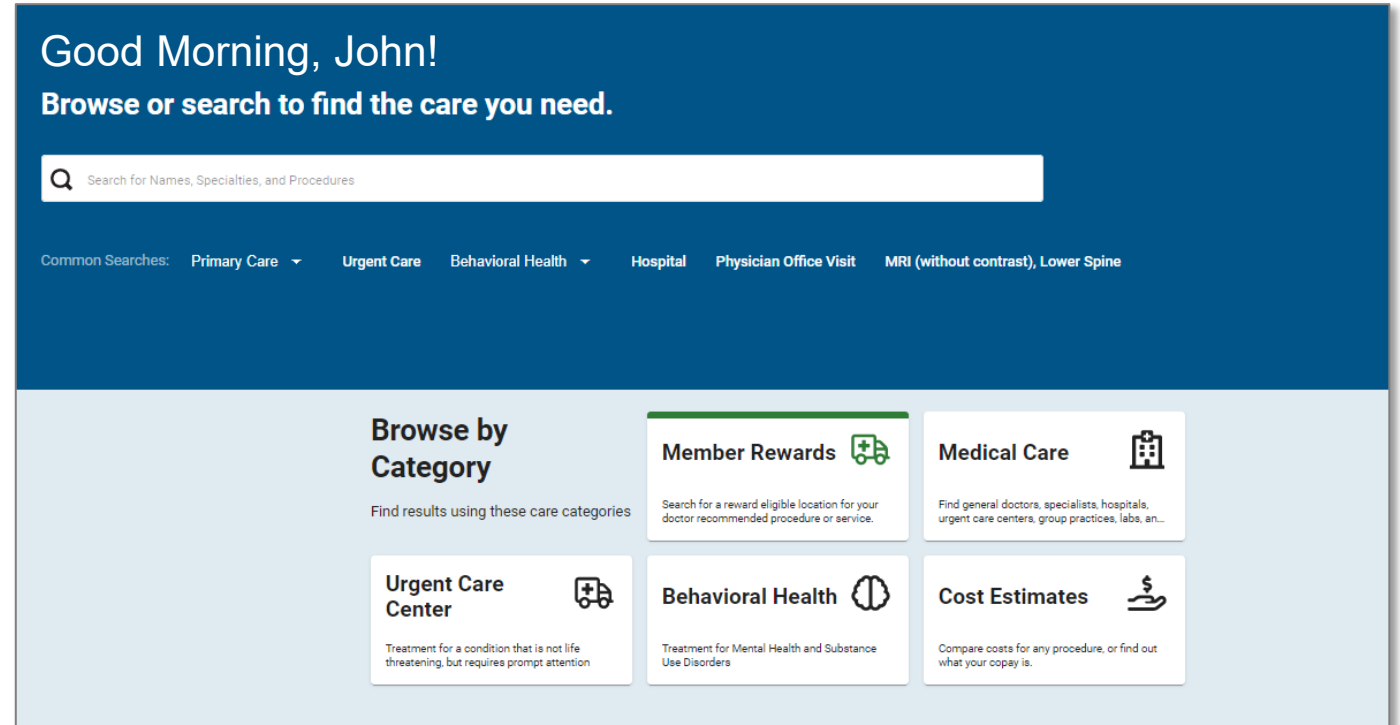
1. Sign up for your account on the [MDLIVE website](#) or using the [mobile app](#).
2. Then, log in to MDLIVE to make an appointment.
3. Chat with an MDLIVE doctor or therapist through phone or video.

Have questions? [MDLIVE's Customer Service](#) can help by phone or online form. Get care when – and where – you need it.

Provider Finder[®]

Provider Finder allows you to:

- Search for a doctor, hospital, behavioral health provider or urgent care center
- Get a cost estimate for a needed procedure – before you schedule – and find out if you are eligible for Member Rewards





Wellness

Your one-stop shop for wellness

Wellness

Take charge of your health.

- Access your Plan's wellness programs
- View wellness guidelines
- Find information and resources on numerous health topics

The screenshot shows the BlueCross BlueShield of Texas Wellness portal. At the top, there's a header with the BlueCross BlueShield of Texas logo, a 'WELLNESS' button, and links for 'Español', 'Language Assistance', 'Messages', and 'My Account'. Below this is a navigation bar with 'DASHBOARD', 'CLAIMS', 'COVERAGE', 'FIND CARE', and 'WELLNESS'. The main content area is titled 'Wellness' and has tabs for 'Care Coordination' and 'Wellness Topics'. Under 'Wellness Topics', there's a 'Programs' section with two featured programs: 'Well onTarget' and 'Naturally Slim'. 'Well onTarget' includes a list of benefits like health assessments, digital self-management programs, and the BluePointsSM program. 'Naturally Slim' describes a program for weight loss and overall health improvement. Below the programs, there's a 'Wellness Guidelines' section with links for adult, perinatal, and children's guidelines. To the right, an 'Articles' section lists topics like Alcohol Awareness, Allergies, Arthritis, and Asthma.

BlueCross BlueShield of Texas **WELLNESS** [Español](#) [Language Assistance](#) [Messages](#) [My Account](#)

[DASHBOARD](#) [CLAIMS](#) [COVERAGE](#) [FIND CARE](#) **WELLNESS**

Wellness

[Care Coordination](#) **Wellness Topics**

Programs

Well onTarget

Well onTarget has tools and resources to help you manage your health:

- Health Assessments to help you measure your health.
- Digital Self-Management Programs, lessons, and challenges to help you reach your wellness goals.
- With the BluePointsSM program, you can earn points by completing activities and reaching goals. These points can be redeemed online for rewards.
- Track healthy habits, sync your fitness and nutrition devices with the Well onTarget portal or download the app.

[Visit Well onTarget](#)

Naturally Slim

The Naturally Slim® program can help you lose weight and improve your overall health - all while eating the foods you love.

Being at a healthy weight may help lower your chances of getting diabetes or heart disease. This program will help you learn that it's not what you eat, but when and how. You'll get digital courses, an online dashboard, mobile app, social community, coaching support and more, all focused on helping you build new skills to have a healthy relationship with food and physical activity.

Naturally Slim is available to you and your covered dependents (age 18 and over). There are no out-of-pocket costs for this in-network preventive program.

You will receive information from your employer about how to sign up for the Naturally Slim program.

Wellness Guidelines

Preventive care is very important for both adults and children. By making some good basic health choices, you can boost your own health and well-being. Learn more:

[Adult Wellness Guidelines](#)

[Perinatal Wellness Guidelines](#)

[Children's Wellness Guidelines](#)

Articles

We offer a variety of health topics and tips that can help you take control of your well-being and help you live a healthier life.

[Alcohol Awareness](#)

[Allergies](#)

[Arthritis](#)

[Asthma](#)

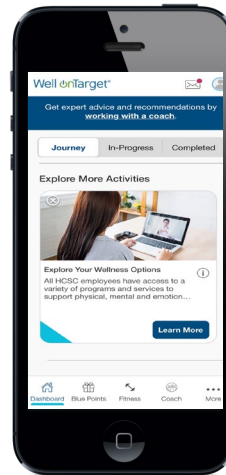
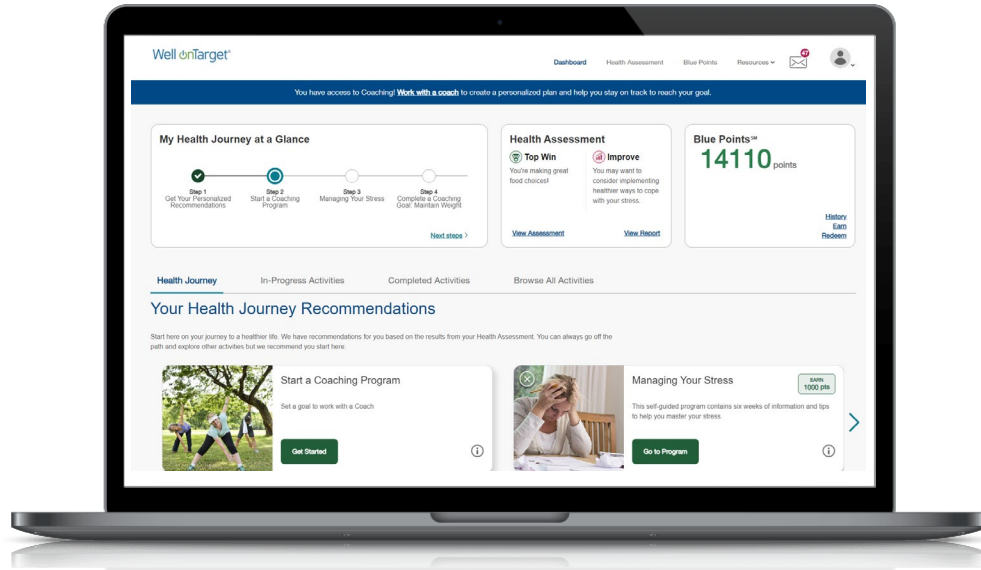
Well onTarget®

Our Total Wellness Solution



MEMBER WEB PORTAL

- Well onTarget portal
- AlwaysOn mobile app
- Self-management programs
- Trackers
- Health articles
- Interactive symptom checker
- Fitness Program
- Secured messaging
- Fitness and nutrition device integration



ASSESSING HEALTH

- Well onTarget portal
- AlwaysOn mobile app
- Self-management programs
- Trackers
- Health articles
- Interactive symptom checker
- Fitness Program
- Secured messaging
- Fitness and nutrition device integration



ENGAGING EVERYONE

- Blue PointsSM
- Personal challenges



CLIENT REPORTING

- Through Blue Access for EmployersSM
- Weekly utilization reporting
- Aggregate and member-level reporting

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

The Well onTarget program is offered as part of employer-sponsored benefits. Participation in the Well onTarget program, including the completion of a Health Assessment, is voluntary and members are not required to participate. Visit wellontarget.com for complete details and terms and conditions.

Well onTarget® – Our Total Wellness Solution



MEMBER WEB PORTAL

- Well onTarget portal
- AlwaysOn mobile app
- Self-management programs
- Health trackers
- Health articles
- Fitness and nutrition device integration
- Wellness challenges



ASSESSING HEALTH

- Health Assessment
- Personal Wellness Report
- Biometric screenings*



ENGAGING EVERYONE

- Blue PointsSM
- On-demand client website
- Personalized member communications



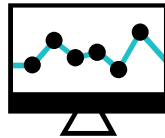
WORKSITE WELLNESS

- Wellness webinars and seminars*
- Health fairs*
- Wellness consultation*



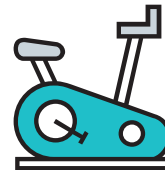
WELLNESS COACHING**

- Dedicated coach
- Goal-setting tools
- Online and telephonic support
- Secure messaging



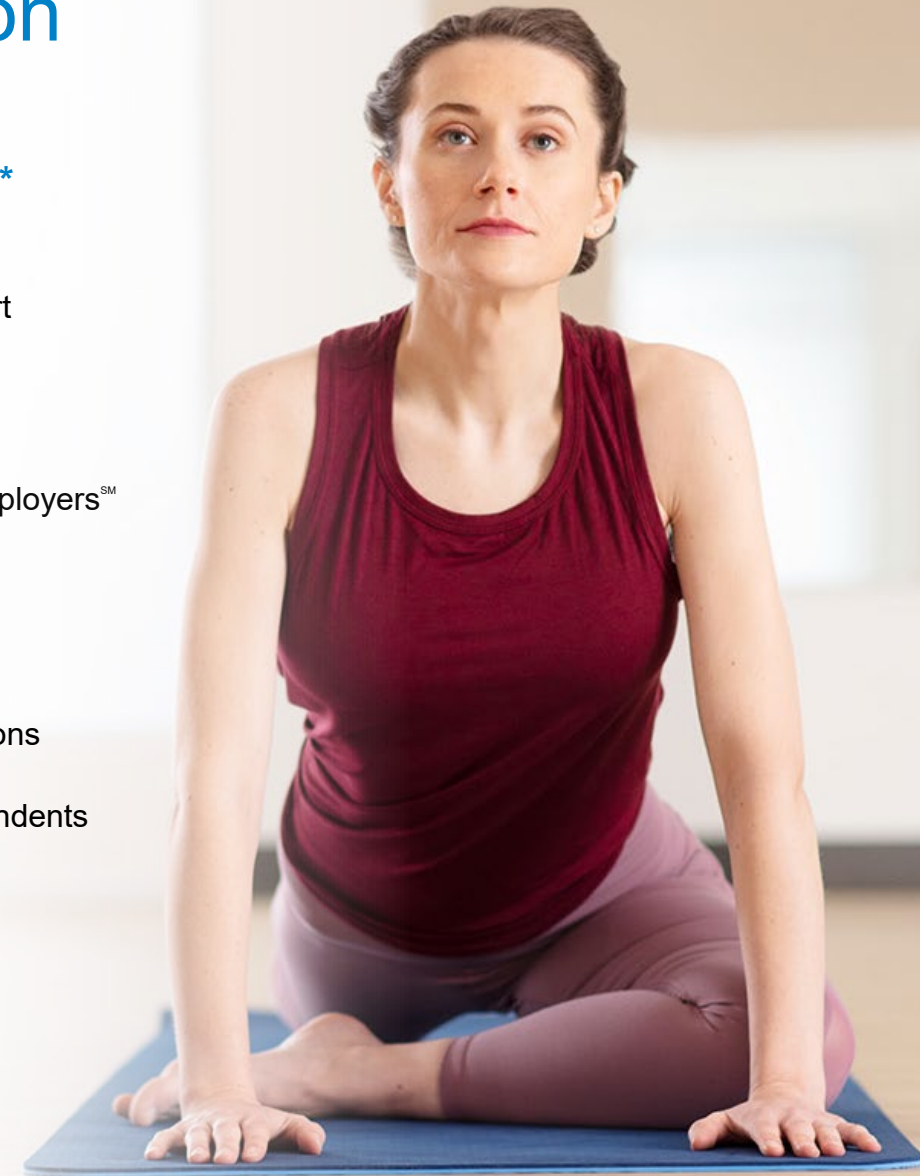
CLIENT REPORTING

- Through Blue Access for EmployersSM
- Weekly utilization reporting
- Aggregate reporting



FITNESS PROGRAM

- Flexible plan \$19 to \$99 options
- Multiple fitness locations
- Family-friendly plan for dependents
- Digital-only plan



Wellness Coaching Provides Personalized Guidance and Support

Learn how you can reach your health goals:

- The Coaching team is made up of credentialed health experts, including dietitians, nurses, personal trainers and other specialists.
- Online trackers can guide members as they work toward their goals.

Enrolling in a Coaching program:

- After members complete their Health Assessments, they will receive an outreach from a coach.
- Members will receive an enrollment outreach call from a dedicated Health Coach.*
- The coach and member will determine the best methods to achieve member goals.

*Coaching is built-in with Empower+ and HAS packages. Coaching is available as a buy-up option for Enable packages.

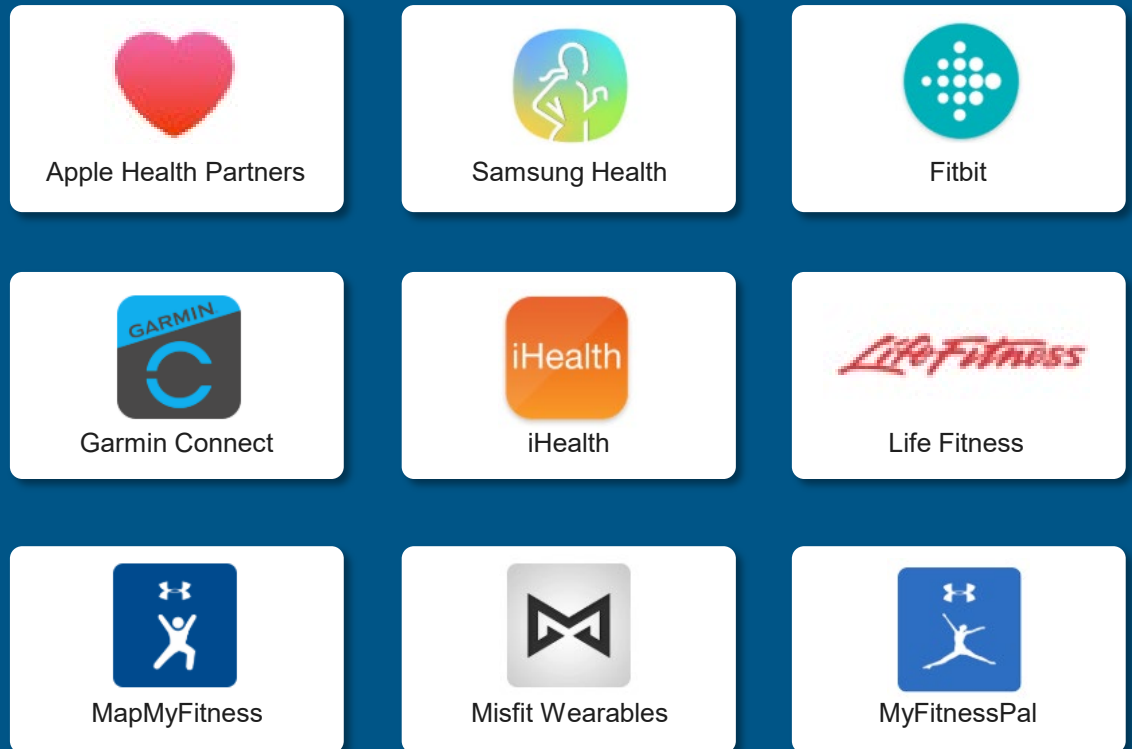
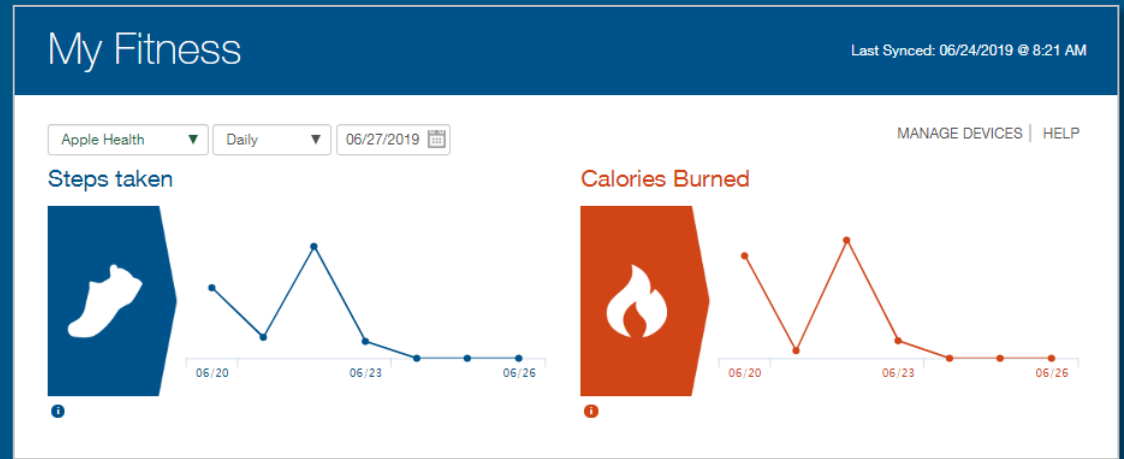
Coaching Topics

- Manage Stress
- Improve Fitness Level
- Improve Dietary Habits
- Improve Blood Pressure
- Improve Cholesterol
- Decrease Weight
- Quit Tobacco
- Maintain Tobacco-Free Status
- Maintain Weight

The screenshot shows the 'Manage Your Stress Program' coaching interface. At the top, there's a navigation bar with 'Well onTarget' logo, 'My Dashboard', 'My Health Report', 'My Rewards', 'Resources', and a user profile icon. Below the navigation bar, the title 'Manage Your Stress Program' is followed by 'Coaching'. A 'Need help?' section with a phone icon and 'Reach out to Your Coach' and 'Call (1-800-xxx-xxxx)' is on the right. The main content area is titled 'Set a Goal' and 'Goal Specifics'. It says 'You've chosen a stress management goal - that's great! In order to track your progress, we need just a little more information.' Below this is a question 'What is your current stress level?' with a table of options: 'Barely any stress', 'A little bit of stress', 'Some stress', 'Quite a bit of stress' (highlighted), and 'A lot of stress'. To the right of the table is a 'Coach Recommendations' box with text about prolonged stress. Further right is a progress bar with three steps: 'STEP 1' (active), 'STEP 2', and 'STEP 3'. Below the progress bar is a 'Stress Goal: No Stress' section with 'Achieve by:' and a date selector set to '05/13/2022'.

Fitness and Nutrition Device Integration

- Drives member engagement and wellness
- More than 80 devices and apps can be synced including Apple Health, FitBit, Samsung Health, Google Fit and My Fitness Pal
- Activity track includes steps, miles, minutes and calories
- Member data is shown as a graph which allows a view of progress over time
- Filters allow the user to look at different timeframes and/or different devices/apps



Health and Wellness Tools and Resources

Engaging members with interactive, online tools provides a better experience so they stay proactive in their health care.

- Articles and tools
- Condition Management Resources
- Health Content
- Symptom Checker
- Videos

Conditions

Topics

Videos

Tools



Childhood Leukemia: Working With Your Care Team



Safely Storing and Getting Rid of Medicines



Caring for a Baby With Neonatal Abstinence Syndrome (NAS)



Hemodialysis Access: When Is the Right Time?



Diabetes in Children: How You Can Support Your Teen

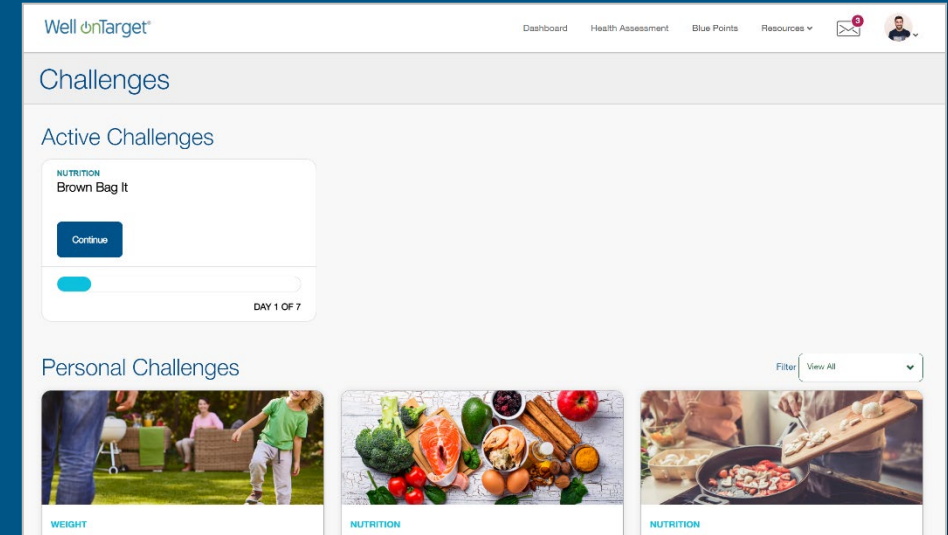
[MORE VIDEOS](#)

Videos

Personal Wellness Challenges

Members can challenge themselves to include healthy activities in their daily lives with Personal Wellness Challenges.

- Personal challenges can be joined at any time.
- There are 30+ challenges and challenge lengths vary from 7 to 60 days.
- Challenge topics include physical activity, nutrition, stress/resiliency, social well-being, sleep, weight management, tobacco cessation and more.



Blue Points®

Built-in Rewards

- Funded by BCBS of Texas
- No expiration or maximum accrual
- Sync & use a device to earn points
- Track activities & progress
- Max redemption: 104,825 points per year
- Registered members eligible, ages 18+

2023 MAY 12	10 PTS	I Tracked My Stress
	2500 PTS	I Completed My Health Assessment
2023 APRIL 26	2675 PTS	I Connected My Device/App
2022 JUNE 6	10 PTS	I Tracked My Oral Health

HomeProfileShop▼Help

Welcome to Rewards

By accessing and using the Rewards program, a Member agrees to be bound by the Rewards Program Rules. A Member also agrees to comply with all applicable federal, state and local laws. Members are responsible for making all disclosures, and paying all taxes, required by federal, state and local law with respect to their receipt of any reward. Members should consult with their tax advisors with respect to any rewards they may redeem for points.

You have 14,110 Points.

Shop Now

Catalog Items

View all items



Fitbit Sense 2™ (Blue Mist / Soft Gold Aluminum) by Fitbit
50,988 Points



Fitbit Inspire 3™ (Midnight Zen / Black) by Fitbit
18,045 Points



Apple AirPods with Charging Case White by Apple
29,929 Points



KitchenAid Artisan Series 5 Quart Tilt-Head Stand Mixer by KitchenAid
89,746 Points



Chromecast with Google TV (4K) (Snow) by Google
12,397 Points



KitchenAid Variable Speed Corded Hand Mixer by KitchenAid
10,999 Points



Callaway Apex 21 Hybrid Right Handed by Callaway
15,999 Points



Apple iPad 10.2-inch with Wi-Fi, 64GB Silver by Apple
24,999 Points



Echo Studio by Amazon
19,999 Points



Garmin Dash Cam Mini 2 by Garmin
14,999 Points

PROPRIETARY AND CONFIDENTIAL

35

Fitness Program

Provides flexible gym packages, pay-as-you-go studio classes & virtual training options

\$19 to sign up,
5 different plan options

- Choice of gym networks to fit all budgets and preferences
- Digital fitness options included in membership
- No contract and no obligation
- Just log in to Blue Access for MembersSM and click Fitness Program in Quick Links to reach the enrollment page



- **Tiered Gym Network** provides members different membership pricing levels for access to low, medium or premium facilities
- **Studio Class Network** expands options available to include boutique-style classes and specialty gyms
- **Mobile App** gives members greater access

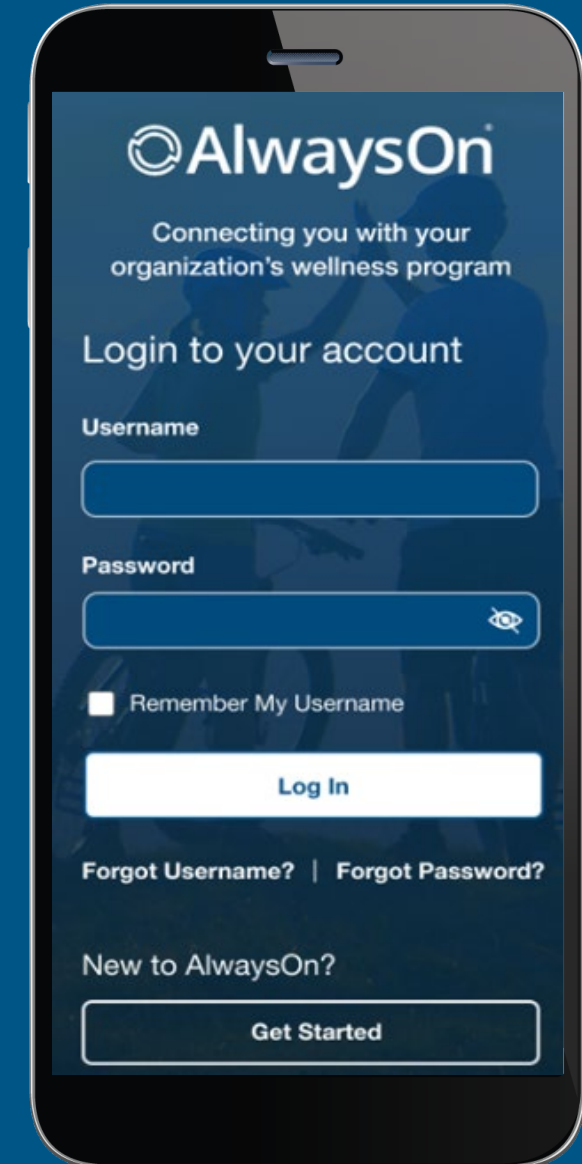
	Digital Only	Base	Core	Power	Elite
Monthly Fee	\$10	\$19	\$29	\$39	\$99 (\$129 on 1/1/24)
Gym Facility Network Size	Digital Access Only	3,000	7,500	12,000	12,400
\$19 Initiation Fee (no initiation fee for Digital Only option)					

AlwaysOn Mobile App

Mobile App Features

- Health Assessment
- Secure messaging with Health Coach
- Health dashboard and trackers
- Blue PointsSM balance
- Access to the redemption center/
online shopping mall
- Wellness Challenges
- Digital programs included

Available on Google Play and Apple App Store



24/7 Nurseline

Staffed by registered nurses, 24/7 Nurseline gives answers to general health questions and guides members to their primary care physician, urgent care center, the ER or other care, as necessary.

Pointing members to the right level of care to address their health concerns about:

- Asthma
- Back Pain
- Cuts or Burns
- Diabetes
- Fever
- And much more

Over 300 Audio Health Library topics ranging from allergies to surgeries **available in English and Spanish!**



APPROX. 72%
of the total Nurseline callers
have a redirection opportunity*

57%
of those are redirected
to a lower level
(urgent care, office visit or self-care)*

**Data from Q2 2022*



Behavioral Health

Comprehensive Support

Behavioral Health

Comprehensive Support



Mental Health Hub¹

- Virtual one-stop-shop for all mental health resources
- Navigation to recommended behavioral health resources
- Access to behavioral health specialists treating a variety of conditions / populations



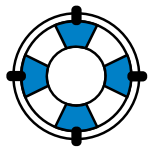
Inpatient Management

- Inpatient
- Residential Treatment Center
- Partial Hospital Program



Outpatient Management

- Intensive Outpatient Services
 - Applied Behavior Analysis (ABA) Quality Tools
- Routine Outpatient Services



Prevention & Support

- 24 / 7 / 365 Call Center
- One Point of Contact for Members
- Secure Messaging through Blue Access for MembersSM and BCBSTX App
- Digital Mental Health



Digital Mental Health

Delivered by  **learntolive**



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



Targeted, online programs and services based on proven cognitive behavioral therapy principles



Private, convenient entry point for mental health concerns

- Depression
- Insomnia
- Panic **NEW**
- Resilience **NEW**
- Stress, Anxiety & Worry
- Social Anxiety
- Substance Use



No cost to members

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

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 Texas.

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

Book a Therapist Easily with Headway

If you're ready to see a mental health specialist but are overwhelmed by the process, you're not alone. It can take a great deal of effort to find a provider who has open sessions that fit your schedule and aren't months away

Headway lets you see what's available and book mental health visits online, quickly and easily. Most people can start getting care within a week

Find the right fit

Share your preferences, and the site will search through thousands of therapists and psychiatrists to find your matches

Get the in-network price

Add your health plan details and see the cost for your session. Headway providers are in-network for most Blue Cross and Blue Shield of Texas plans

Book your session

See open dates and times for virtual or in-person appointments and book the one that works for you

Get mental health care that works for you

Effective and high quality mental health care from providers who are in-network with Blue Cross and Blue Shield of Illinois.

- ✓ Availability within 48 hours
- ✓ Talk therapy or medication management
- ✓ Virtual or in-person appointments
- ✓ Personalized matching support
- ✓ Instant booking

See your cost before you book

When you see a provider using your Blue Cross and Blue Shield of Illinois plan, you'll pay closer to \$20-\$50 per session rather than the standard \$200-\$300. Enter your insurance details to check your exact price.

[Check your benefits](#)

We'll help you find the right fit

Find your provider

<https://headway.co/m/bcbsil>

