

# MAKE INFORMED CARE DECISIONS AND LIVE A HEALTHY LIFESTYLE: GET THE INFORMATION YOU NEED ONLINE OR BY PHONE

## WebMD®

Begin by logging into [www.highmarkbcbs.com](http://www.highmarkbcbs.com).

Enjoy a healthier lifestyle with resources powered by WebMD, a trusted name in online health and wellness.

- **Wellness Profile**-Take a few minutes to take this comprehensive health assessment on your member website. This confidential questionnaire covers all aspects of your health, including nutrition, weight management, physical activity, stress, injury prevention, skin protection, immunizations, and health measures such as blood pressure and cholesterol. Data from the Profile is used to generate a personalized action plan that helps you to identify areas in need of health improvement and includes online health and wellness programs and activities.
- **Health and Wellness Programs**-You have a wide selection of online programs to help you lead a healthy lifestyle. Check out all your available programs to help you eat healthy, get active, manage stress, lose weight, and quit smoking. And if you have a chronic health condition, such as asthma and diabetes, there are programs to help you better manage all aspects of your condition.
- **Health Education Tools**-You have thousands of online educational resources! You can look up articles on health conditions, surgeries, procedures, medications and more. You can review care treatment options, check out a comprehensive health library and connect to recent health news articles.

**Compare Costs and Save** – The Care Cost Estimator lets you compare prices and quality for different health care providers. You can research 359 procedures, including inpatient, outpatient, surgical, laboratory and diagnostics. Do side-by-side comparisons for quality ratings, convenience and cost-effectiveness.

The cost estimates include all services related to a procedure – like physician fees, supplies and medications. It uses your own specific coverage to calculate what your out-of-pocket costs will be. Your own deductible, coinsurance and copay amounts are taken into account.

Other online health tools help you make informed health care decisions. With reliable cost and quality information, they are easy to find and simple to understand.

- **Personal Health Record** pulls together your history of health conditions, office visits, procedures, tests, medications and immunizations in one location
- **Compare Prescription Costs** shows you how to save money by using generics
- **The Provider Directory** helps you select health care professionals based on their quality, experience, location and more.
- **Patient Experience Ratings** let you see how other people rate doctors and medical facilities
- **Online Plan Activity Statement** combines the claims information with spending account information into one, user-friendly document.

- Coming in 2014, an **interactive, online experience** that consolidates medical, dental, vision and pharmacy activity and spending account summaries. Everything is in one place on the member website, making it easy to track claims and medical spending.
- **Member Discounts**-As a member, you'll enjoy discounts on a wide range of health-related products and services, fitness club memberships, plus over-the-counter medications. You can save money on diet programs, and even wellness therapies. Just log onto your member website for all the details.

### **Not Yet Registered on your Member Website?**

If you are not yet registered on your member website, take a few minutes to establish your password and register online.

### **Want to "Go Mobile"?**

If you have a web-enabled phone you can access many of the same online features via phone. Use the same registration process and the same member ID and password. Just type [www.highmarkbcbs.com](http://www.highmarkbcbs.com) in your mobile browser to be directed to the site.

### **Tell us more about you!**

As part of your health care coverage, you're eligible for lots of "extras" to help you make the most of your benefits. Make sure you get all the information you need — in the way you prefer — by telling us about your preferences and other important member and family information. Go to [www.highmarkbcbs.com](http://www.highmarkbcbs.com) to tell us which phone number is best for us to call, and give us your preferences for other communications. If you need special help, because English is not your native language or you belong to a racial, ethnic or cultural group that has not always received the appropriate quality of care, let us know.

The race, ethnicity and language information you provide won't affect your benefits or coverage, how much you pay or how we pay your claims. We are committed to protecting your personal information and handling it with

respect and integrity. Providing this information is voluntary, but we encourage you to consider helping us help you to take charge of your health.

### **Call 1-888-BLUE-428 (1-888-258-3428) to take advantage of:**

#### **Blues On Call<sup>SM</sup>**

One toll-free phone call connects you to all kinds of health information and support. This dedicated member service puts you in touch with a specially-trained Health Coach who can discuss, in confidence, any health topic that concerns you - a rash, an earache, a recent diagnosis, medications, a scheduled medical test or surgery. If you are caring for children or a senior citizen, the Health Coach can help you with questions about their care. Maybe you have an appointment to see your doctor and aren't sure what questions to ask. Your Health Coach can help.

You don't have to be ill to talk to your Health Coach. You can learn about available programs and resources that address all aspects of health and wellness, including stress management, personal nutrition, weight management, physical activities and more...to help you stay healthy and active.



Best of all, once you've established a relationship with your Health Coach, she or he is then familiar with your concerns or health conditions. Of course, you can always speak with any Health Coach at any time. Blues On Call knows how hectic your daily schedule can be, so Health Coaches are available when you have the time, early in the morning or late at night, 24 hours a day, as often as you want.

### **myCare Navigator<sup>sm</sup>**

Navigating the health care system shouldn't be like walking through a maze, getting caught in endless twists, turns and dead ends. It shouldn't take multiple phone calls and tons of paperwork for you to get the care services you need. It should be a lot quicker and easier.

Now it is! You and your family members have a built-in guide who can navigate the ins and outs of the health system for you. Getting your care questions answered and problems solved is as easy as dialing **1-888-BLUE-428** and waiting for the myCare Navigator prompt.

### **Through myCare Navigator, you can:**

- Locate a convenient health care provider
- Have a prompt appointment scheduled
- Have your medical records transferred
- Learn about wellness services such as eldercare or special needs care
- Understand your prescription drug coverage
- Learn how to better manage your care costs

If you are pregnant, you'll want to join the free Baby Blueprints<sup>®</sup> Maternity Education and Support Program. Enrolling in Baby Blueprints gives you access to online information on all aspects of pregnancy and childbirth. And you'll receive individualized support from a nurse Health Coach throughout your pregnancy and after your child is born. To enroll in Baby Blueprints, just call toll-free 1-866-918-5267.

### **Call the toll-free number on the back of your ID card to get questions answered, any time you need help.**

Our Member Service Representatives are ready to help you understand your claims or coverage. Please collect all relevant data before you call, including your member ID number, claim number, date of service, bills and Explanation of Benefits forms. We can also determine if a treatment is covered by your plan and what your out-of-pocket costs will be. Just get the name of the procedure and diagnosis code from your doctor before you call.

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