



Making the Most of Your Health Plan



A nonprofit independent licensee of the Blue Cross Blue Shield Association

AGENDA









- Overview
- Getting Started
- Tools & Resources



Women's Health

<input checked="" type="checkbox"/>	What	Who + When	Why
<input type="checkbox"/>	 Annual OB/GYN Visit	Under Age 65 Once a year	This once-a-year visit with your doctor is a great opportunity to touch base and share any concerns.
<input type="checkbox"/>	 Blood Pressure Screening	Age 40+ or high risk Once a year Age 18-40 and not high risk Every 3-5 years	Getting your blood pressure checked can give your doctor important information about your risk for stroke and heart attack.
<input type="checkbox"/>	 Cervical Cancer Screening	Age 21-65 Every 3 years (talk to your doctor about which options are best for you)	Regular Pap and HPV testing before you have any symptoms can help find abnormalities before they turn into cancer.
<input type="checkbox"/>	 Cholesterol Screening	Everyone Every 4-6 years, more often if you have family history or other risk factors	Too much cholesterol makes it harder for blood to flow through your body. Lower your risk by eating healthier and exercising.
<input type="checkbox"/>	 Colorectal Cancer Screening	Age 50-75 Regular testing; earlier if at higher risk	Special tests can detect colorectal cancer early, which makes it easier to treat.
<input type="checkbox"/>	 Diabetes (Type 2) Screening	Age 40-70 and overweight/obese Once a year	There are lots of ways to prevent and manage diabetes if you're aware of your risk.
<input type="checkbox"/>	 HIV Screening	Age 15-65 At least once in lifetime; once a year if at high risk	The only way to know you don't have HIV is to get tested.
<input type="checkbox"/>	 Immunization Vaccines	Everyone As directed by your doctor	Vaccinations aren't just for kids. Some vaccines can wear off as you age, and more vaccines have become available since you were a child.
<input type="checkbox"/>	 Mammography Screening	Age 40+ Every 1-2 years	Incredible advancements have been made in early breast cancer detection and care planning.
<input type="checkbox"/>	 Obesity Screening and Counseling	Everyone As directed by your doctor	Maintaining a healthy weight can give you more energy and reduce your risk for serious health conditions.

Men's Health

<input checked="" type="checkbox"/>	What	Who + When	Why
<input type="checkbox"/>	 Annual Routine Checkup	Everyone Once a year	This once-a-year visit is a great opportunity to touch base with your doctor. Ages 55-69 should discuss if prostate screening is necessary.
<input type="checkbox"/>	 Blood Pressure Screening	Age 40+ or high risk Once a year Age 18-40 and not high risk Every 3-5 years	Getting your blood pressure checked can give your doctor important information about your risk for stroke and heart attack.
<input type="checkbox"/>	 Cholesterol Screening	Everyone Every 4-6 years, more often if you have family history or other risk factors	Too much cholesterol makes it harder for blood to flow through your body. Lower your risk by eating healthier and exercising.
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<input type="checkbox"/>	 Obesity Screening and Counseling	Everyone As directed by your doctor	Maintaining a healthy weight can give you more energy and reduce your risk for serious health conditions.

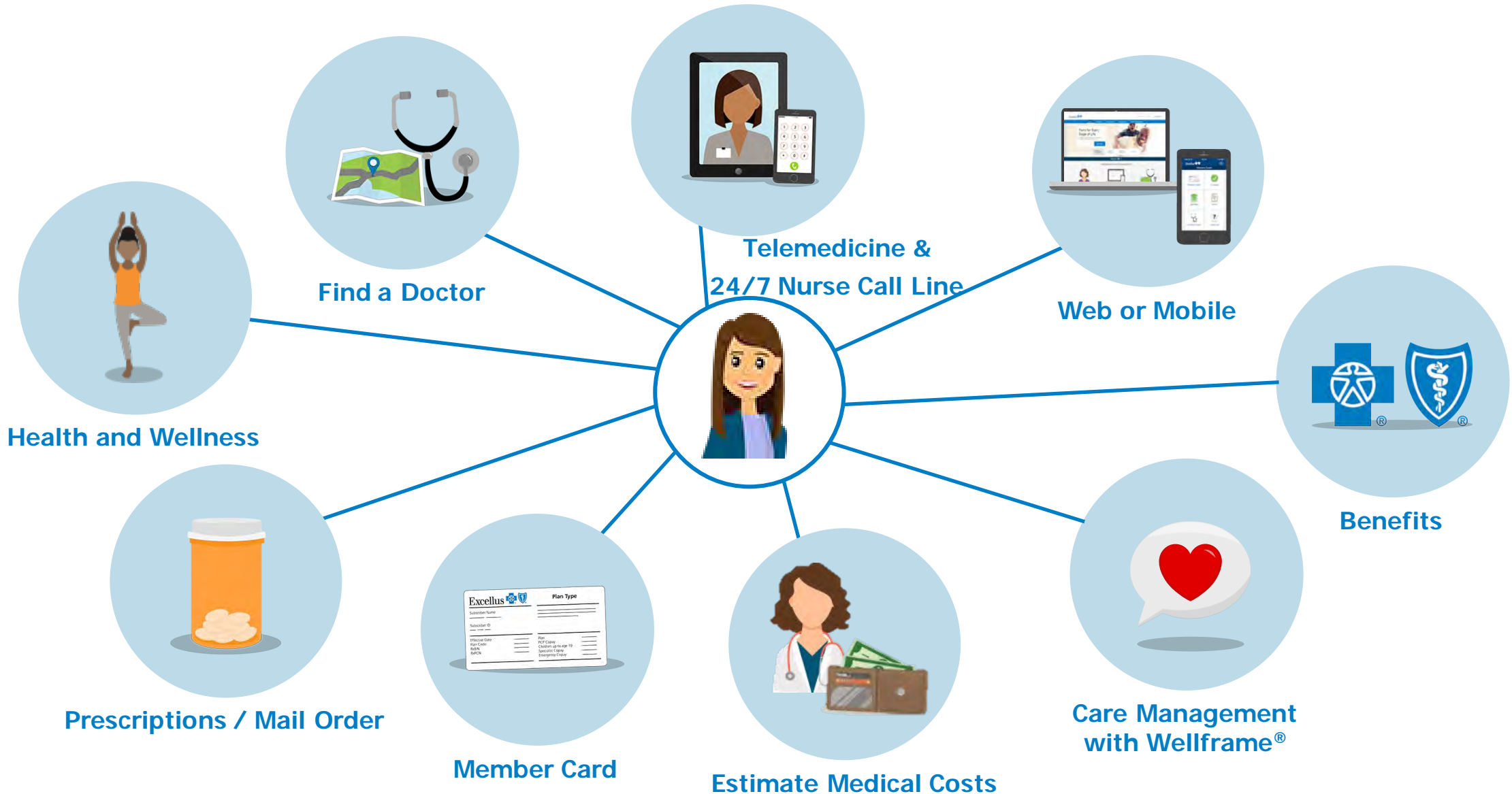
Children's Health

<input checked="" type="checkbox"/>	What	Who + When	Why
<input type="checkbox"/>	 Well-Child Visit	Over 1st year 6 well-baby visits Age 1-4 years 7 well-child visits Age 5-17 years 1 well-child visit per year	Children develop rapidly over the first few years and should see the doctor regularly to ensure they're progressing normally.
<input type="checkbox"/>	 Autism Screening	Age 18 and 24 months	Typically performed during a well-child visit, your doctor will assess your child's behavior for any early signs of developmental challenges.
<input type="checkbox"/>	 Blood Pressure Screening	Age 2-4 years Age 5-10 years Age 11-14 years Age 15-17 years	High blood pressure doesn't just affect adults. Like most conditions, if it's identified early it's easier to treat.
<input type="checkbox"/>	 Depression Screening	Age 12 and older Routinely	Depression is a serious mental health issue that often goes undetected among adolescents and can affect virtually every aspect of life.
<input type="checkbox"/>	 Hearing Screening	Newborn-6 months Age 7 months-3 years (if at risk) Age 4-6 years Age 8, 10, 12, 15, 18 years	Early screenings can help prevent delays in speech and language development caused by hearing problems.
<input type="checkbox"/>	 Immunization Vaccines	Everyone As directed by your doctor	From whooping cough and rotavirus to measles and the flu, vaccines are a safe and effective way to protect your child from a wide range of potentially serious diseases.
<input type="checkbox"/>	 Lead Screening	Any child at risk of exposure	Too much lead in the blood of small children and pregnant women can result in serious developmental issues.
<input type="checkbox"/>	 Obesity Screening and Counseling	Everyone As directed by your doctor	Healthy habits that start young have a better chance of becoming a lifestyle. Get your child off to a good start.
<input type="checkbox"/>	 Oral Health Risk Assessment	Age 6 months Age 9 months Age 1-4 years Age 5-10 years	Your doctor can determine if your child is at a high risk of tooth decay and/or oral disease and refer you to a dentist early if necessary.
<input type="checkbox"/>	 Vision Screening	Age 3-5 years At least once	Even if your child doesn't show any symptoms of eye problems, regular vision checkups are essential.

Excellus BCBS Website



Anytime Access to Your Health Plan



Find These Answers Online



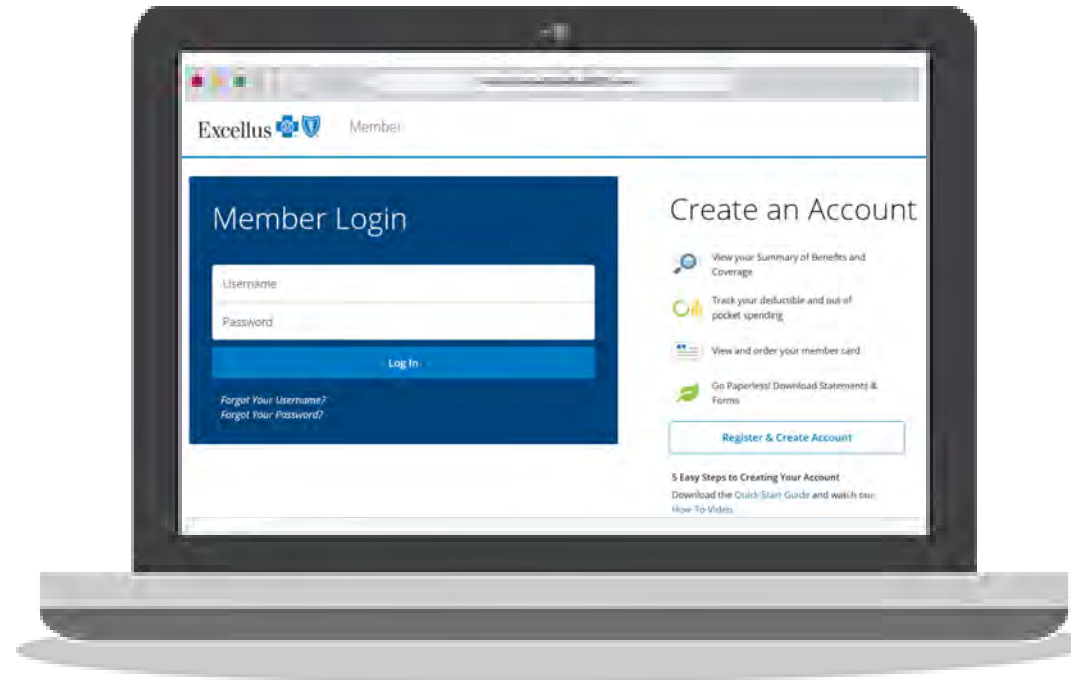
- Have I met my deductible?
- I need a member ID card
- Why was my claim denied?
- What are my benefits?
- Is this service covered?
- Is this provider in network?
- What is the estimated cost?
- Do I have a discount for gym membership?

For the latest COVID-19 information please visit: www.chooseexcellus.com/covid19

Getting Started

Visit ExcellusBCBS.com/Register to setup an online account. It's easy!

[Quick Start Guide](#)

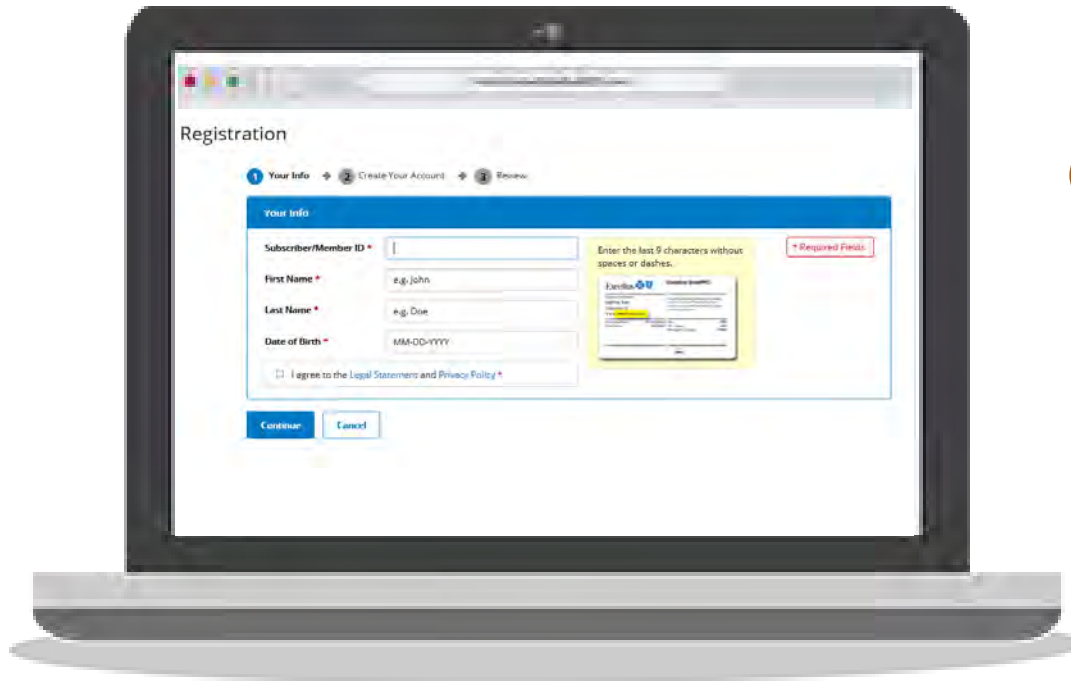


[How-To Video](#)



Register

Registration Tips:



Have your member card handy!



You can update paperless settings during registration.



Don't forget to verify your email after registration!



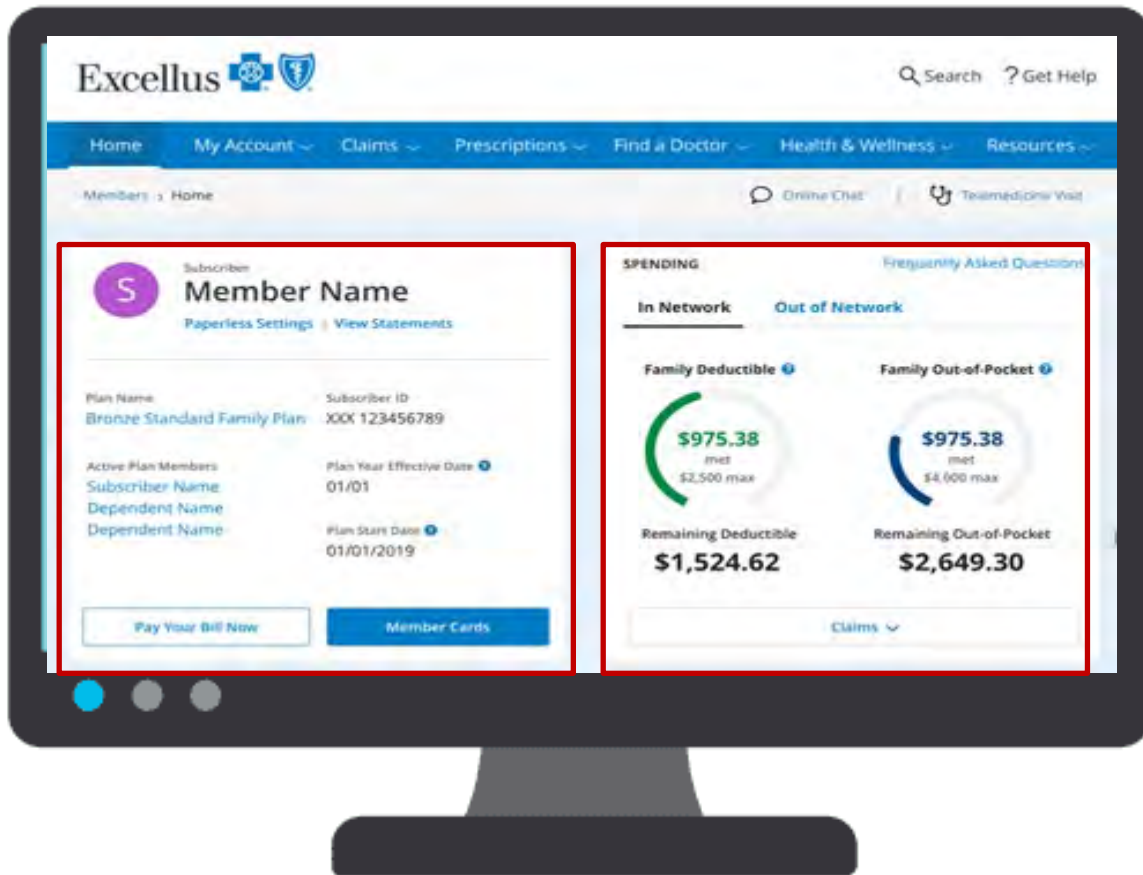
You can now register your account directly through the Excellus BCBS mobile app as well

Demonstration



Your Dashboard

Log in to view your dashboard – **desktop**, **tablet**, or **smartphone**!



From your dashboard, you can view:

- Your Plan
- Active Members
- Subscriber ID
- View/Order Member Card
- Deductible & Spending
- Claims Details
- Benefits Summary

...and **more!**

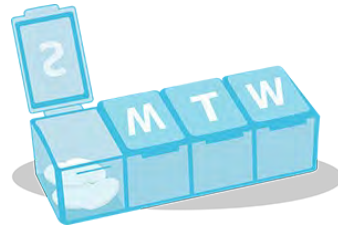
My Account



The screenshot shows a blue navigation bar at the top with the following items: Home, My Account (highlighted with a red box and an upward arrow), Claims (with a downward arrow), Prescriptions (with a downward arrow), Find a Doctor (with a downward arrow), Health and Wellness (with a downward arrow), and Resources (with a downward arrow). Below the navigation bar, the page title "My Account" is displayed in large white text. The content is organized into four columns:

- Plan Information**
 - [View Benefits and Coverage](#)
 - [View Member Cards](#)
 - [Search Authorizations](#)
- Manage My Plan**
 - [Change or Update Policy](#)
 - [Change My Doctor](#)
- My Information**
 - [Change Address/Phone](#)
 - [View Statements/Documents](#)
 - [Manage Privacy](#)
- Account Settings**
 - [Change My Password](#)
 - [Security Questions](#)
 - [Update Email Address](#)
 - [Paperless Settings](#)
- Flexible Spending Accounts**

Prescriptions*



Home My Account ▾ Claims ▾ Prescriptions ▾ Find a Doctor ▾ Health and Wellness ▾ Resources ▾

Prescriptions

- Prescription Benefit Details
- Prescription Claims History
- Find a Pharmacy
- Mail Service Pharmacy
- Ask A Pharmacist
- Check Drug Prices
- Check Drug Lists
- Manage Medications
- Specialty Pharmacies
- Save Money on Prescriptions
- Frequently Asked Questions

Pharmacy – Mail Service*



THE SMART WAY TO GET YOUR MEDICATION.

CONVENIENCE – No more running back and forth to the pharmacy or keeping track of refills.

SAVINGS** – Save up to a third on prescription costs just by signing up.

RELIABILITY – Automatic refills and free delivery means your prescription is always filled and shipped on time.

CONTROL – You can always call for express delivery if you need prescriptions sooner than expected.

SAFETY – Insulated packaging ensures your prescription is never damaged or altered – no matter how sunny, rainy or cold outside.

EXPERTISE – Your doctor still prescribes your medication. Plus, now you have access to specialist pharmacists over the phone.

PRIVACY – Packages are never labeled with the prescription name. And you can have them shipped to the address of your choice.

*Pharmacy/prescription benefit varies by group

** Savings vary by group

Pharmacy – Mail Service*



HOW DO YOU SIGN UP?

Call one of our pharmacy partners – either **Wegmans** or **Express Scripts** – with your prescription and Excellus BCBS member number ready. You'll receive your next prescription right on schedule, right in your mailbox.

Not a Wegmans or Express Scripts pharmacy member? Just call to get started:

Wegmans
pharmacy

1-800-586-6910



EXPRESS SCRIPTS®

1-855-315-5220

Pharmacy – Medication Synchronization*

MAKE LIFE A LITTLE EASIER AND

STREAMLINE YOUR TRIPS TO THE PHARMACY


- This program offers a number of benefits:
 - **Free** to Excellus BCBS members
 - **Confidence** knowing that you will have all of the medications you need, when you need them
 - **Eliminate confusion** of timing and more easily manage your various prescriptions and chronic conditions or needs
 - **Minimize the number of calls or visits** to the pharmacy – once you synchronize your medications, your refills will be ready for you each month** and your pharmacist will handle coordinating additional refills with your physician



*Pharmacy/prescription benefit varies by group

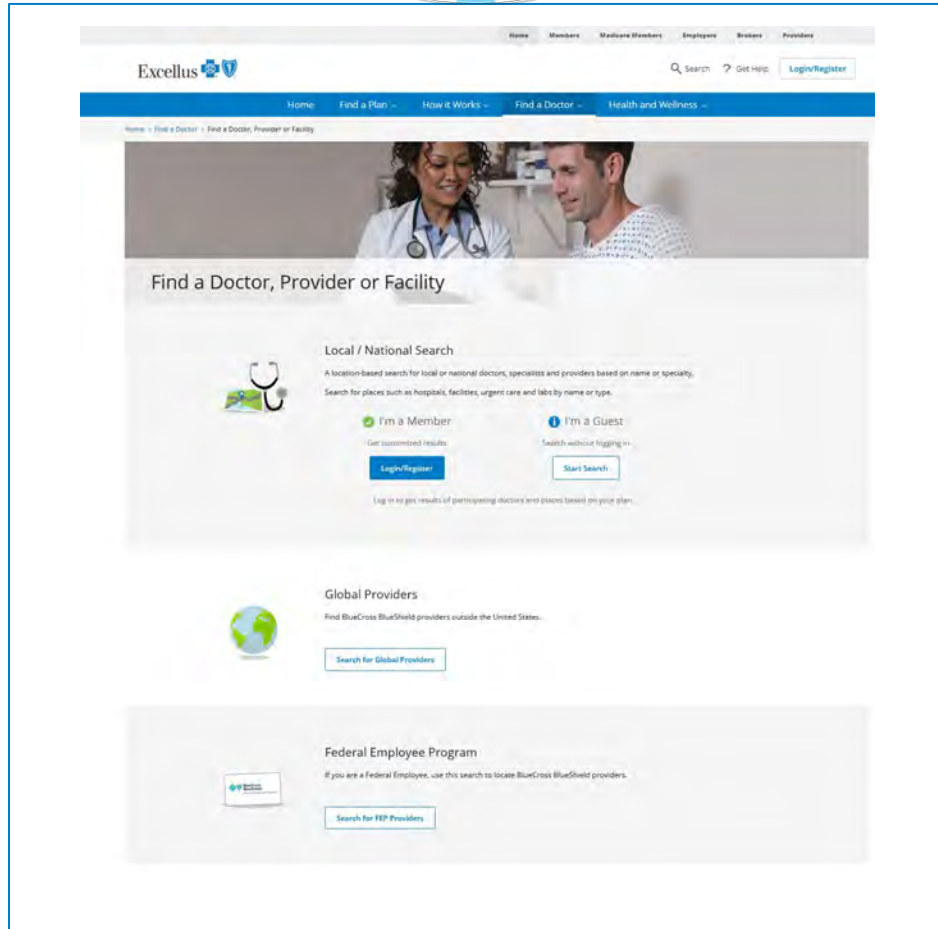
**Applies if your pharmacy offers auto-refill service and you have registered to participate in that program

Find a Doctor

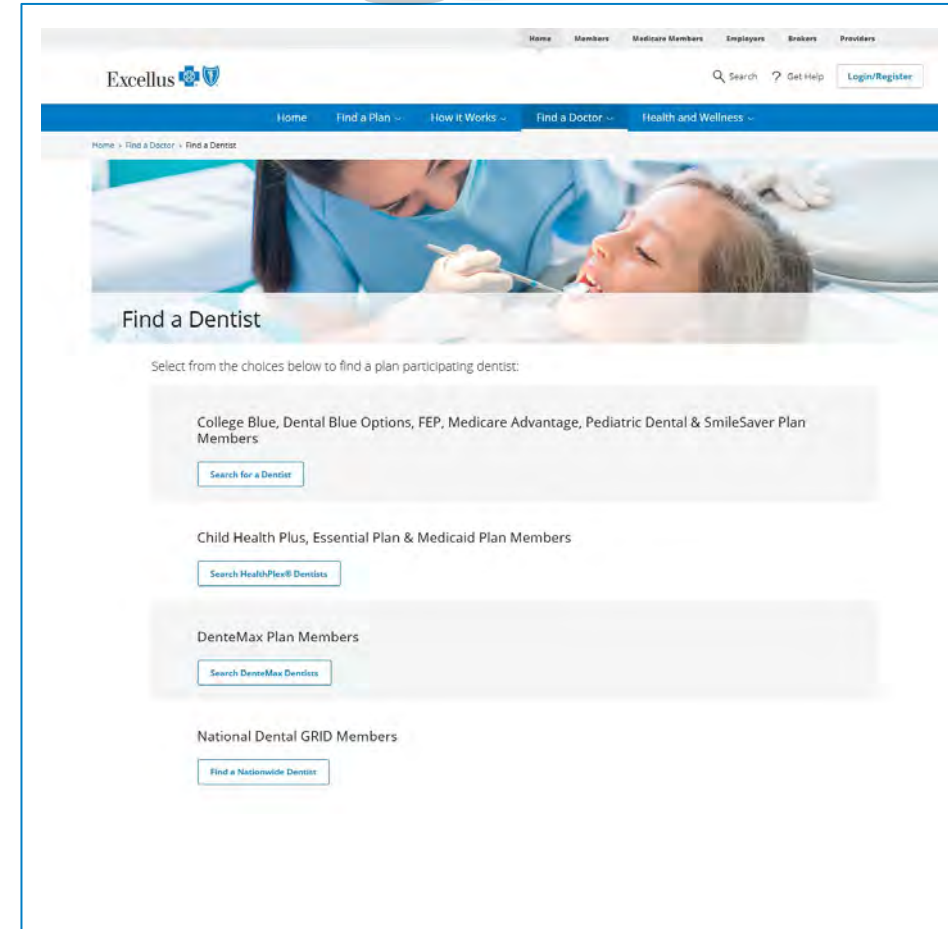


The screenshot shows a blue navigation bar with the following items: Home, Find a Plan, How it Works, Find a Doctor (highlighted with a red box), and Health and Wellness. Below the navigation bar, the main content area is titled 'Find a Doctor'. It contains a list of links: Find a Doctor, Provider or Facility (highlighted with a red box), Find a Dentist, Find a Pharmacy, and Telemedicine (highlighted with a red box). To the right of these links are three additional options: Find Cancer Treatment Centers, Compare Hospital Quality, and Estimate Medical Costs (highlighted with a red box). On the far right, there is a promotional box for 'Find Care and Estimate Cost Online' with a 'Watch the video' button and a play icon.

Find a Doctor / Dentist



The screenshot shows the 'Find a Doctor, Provider or Facility' page. At the top, there is a navigation bar with 'Home', 'Find a Plan', 'How it Works', 'Find a Doctor', and 'Health and Wellness'. Below the navigation bar is a search bar with 'Search', 'Get Help', and 'Login/Register' options. The main content area features a large banner image of a doctor and a patient. Below the banner, the heading 'Find a Doctor, Provider or Facility' is displayed. The page is divided into three main sections: 'Local / National Search', 'Global Providers', and 'Federal Employee Program'. Each section includes a brief description and a search button. The 'Local / National Search' section has two sub-sections: 'I'm a Member' and 'I'm a Guest'. The 'Global Providers' section includes a globe icon and a search button. The 'Federal Employee Program' section includes a document icon and a search button.



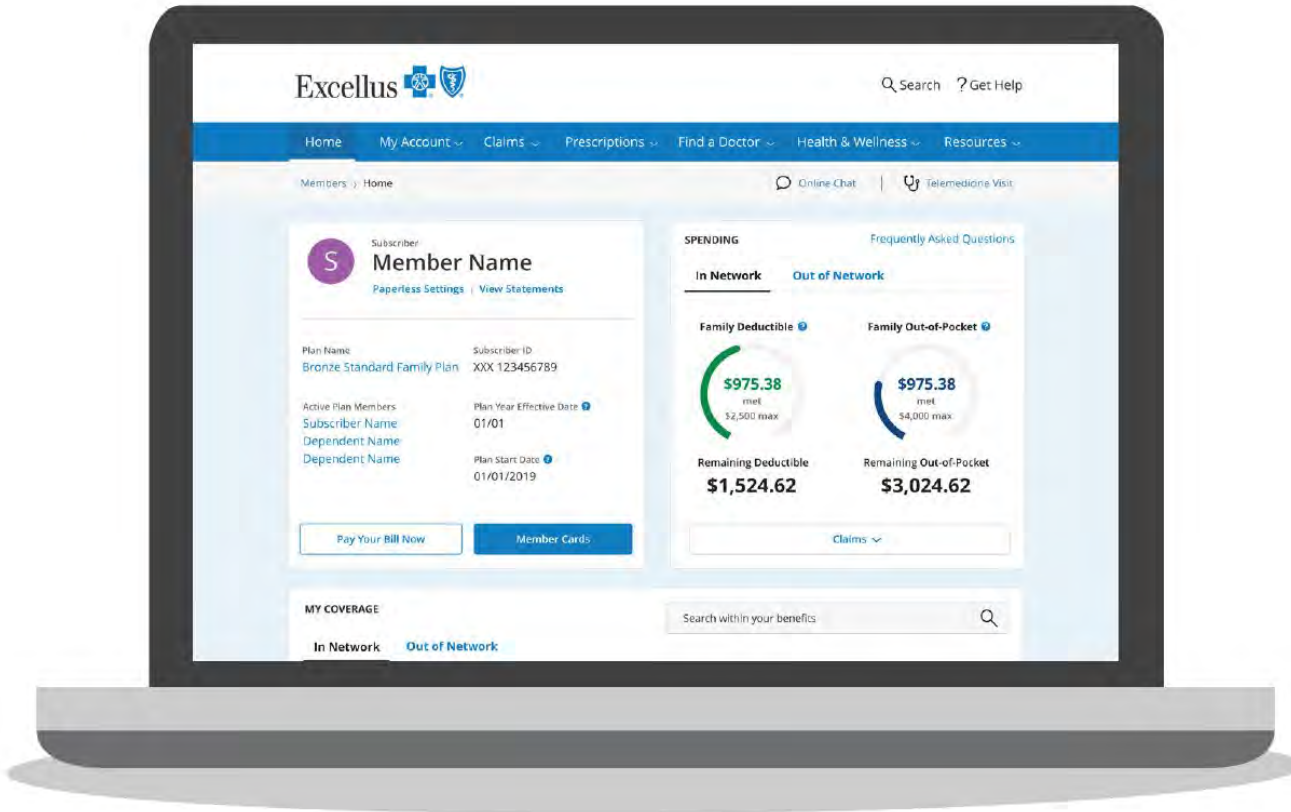
The screenshot shows the 'Find a Dentist' page. At the top, there is a navigation bar with 'Home', 'Find a Plan', 'How it Works', 'Find a Doctor', and 'Health and Wellness'. Below the navigation bar is a search bar with 'Search', 'Get Help', and 'Login/Register' options. The main content area features a large banner image of a dentist examining a patient's teeth. Below the banner, the heading 'Find a Dentist' is displayed. The page includes a sub-heading 'Select from the choices below to find a plan participating dentist:' followed by four search options, each with a corresponding search button: 'College Blue, Dental Blue Options, FEP, Medicare Advantage, Pediatric Dental & SmileSaver Plan Members', 'Child Health Plus, Essential Plan & Medicaid Plan Members', 'DenteMax Plan Members', and 'National Dental GRID Members'.

Estimate Medical Costs



Estimate Medical Costs to Help Budget for Medical Expenses

- Log in for average estimated out-of-pocket medical costs based on your year-to-date spending and deductible
- Research estimated medical costs across more than 1,600 treatment categories and 400+ procedures
- View a list of providers that perform a specific procedure and filter results by cost, treatments provided, provider location, and more
- Access treatment timelines to understand the stages of care, including early evaluations, follow-ups, and recovery time, as well as a breakdown of costs throughout



[Take a Tour](#)

Telemedicine powered by MDLIVE® *



Common Conditions Treated Include:

Non-Emergency Medical Telemedicine

- Allergies
- Asthma
- Cold & Flu
- Constipation
- Diarrhea
- Fever
- Headache
- Insect Bites
- Joint Aches
- Nausea
- Pink Eye
- Rashes

Behavioral Health Telemedicine

- Addictions
- Anxiety
- Bipolar Disorders
- Depression
- Eating Disorders
- LGBTQ Support
- Grief & Loss
- Men's Issues
- Panic Disorders
- Stress
- Trauma & PTSD
- Women's Issues

When to Use Telemedicine Benefits

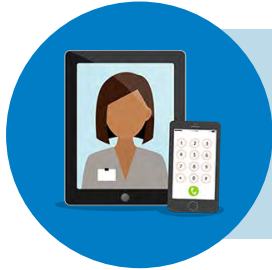
- If your doctor is not available
- If you are out of town/traveling anywhere in the United States
- If you are not able to get into your doctor's office for any reason

What is the Cost for a Telemedicine Visit?

After registering your account at MDLIVE, the cost will appear after selecting to see a provider – MDLIVE will know what to charge based on your plan

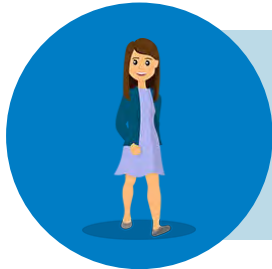
*Availability varies per group

Telemedicine - Setup to Get Started*



Getting Started

Start by visiting [MDLIVE](#) to setup your Telemedicine visit.



New users:

- Complete a one-time registration
- Setup a MyHealth profile

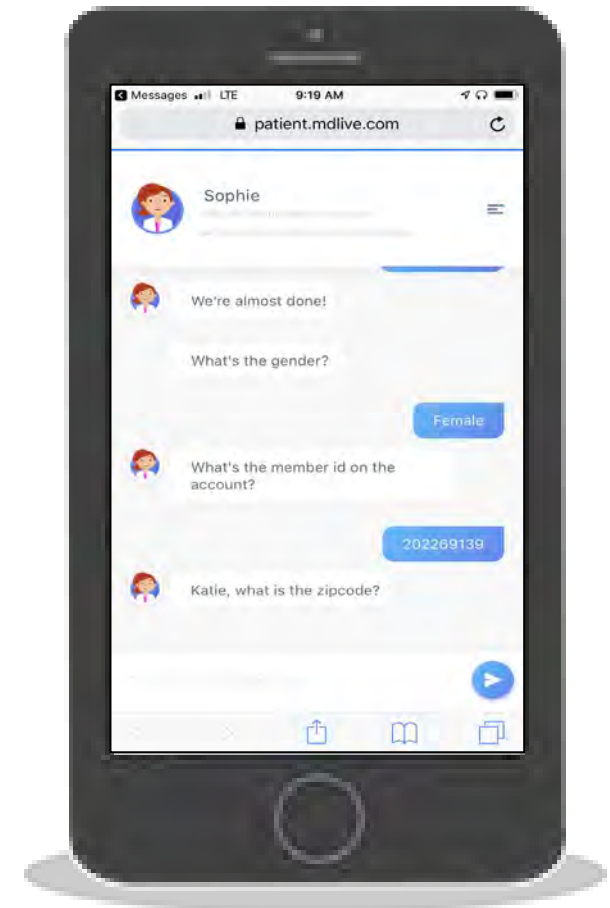
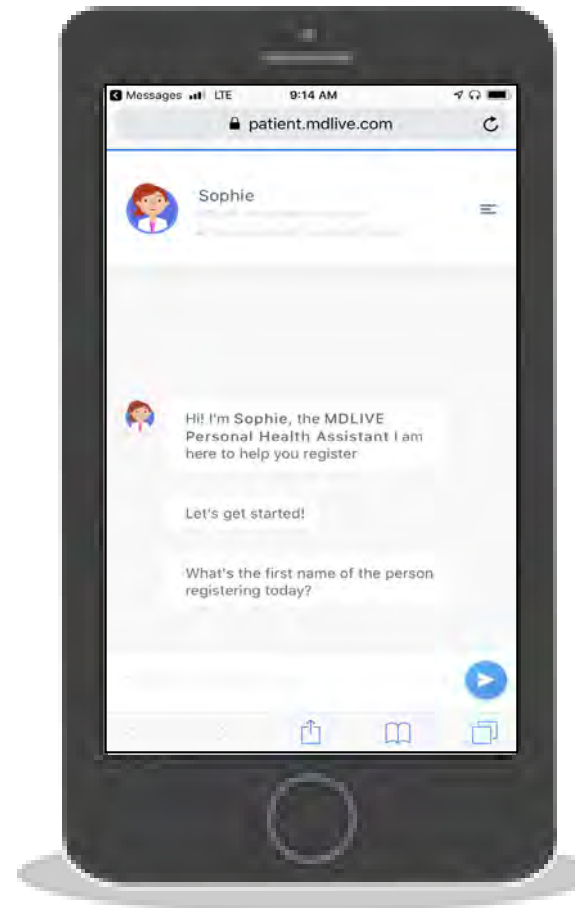
Don't wait until you need it. There are four easy ways to activate telemedicine today.

- 1 WEB** – Register/Log in at [ExcellusBCBS.com/Member](#)
- 2 APP** – Download the MDLIVE app
- 3 TEXT** – Text EXCELLUS to 635483
- 4 VOICE** – Call 1-866-692-5045

Telemedicine: Text Registration Option*

Telemedicine text registration is easy!

- Text **EXCELLUS** to 635483, click the link and get started.
- Enter name and member ID for person registering.



Telemedicine: Using MDLIVE*

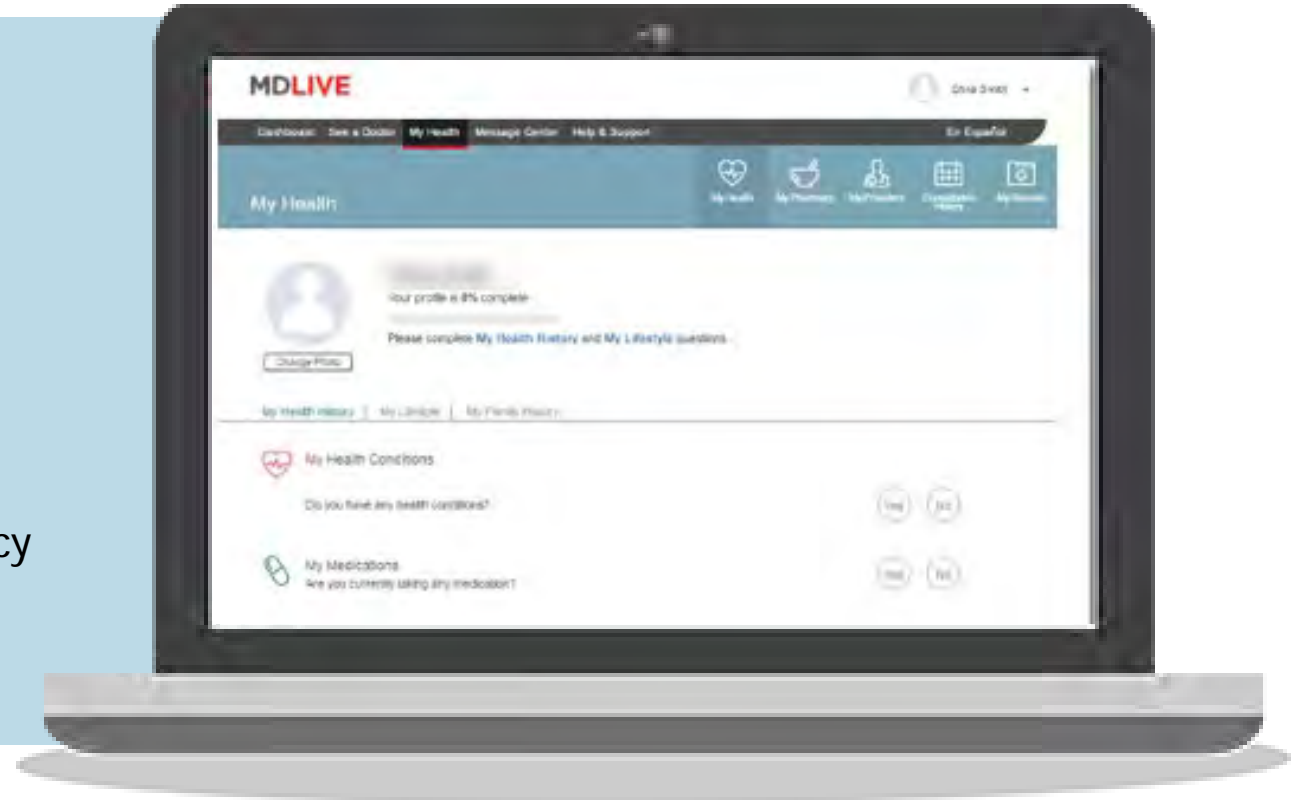


[Get Started](#) 

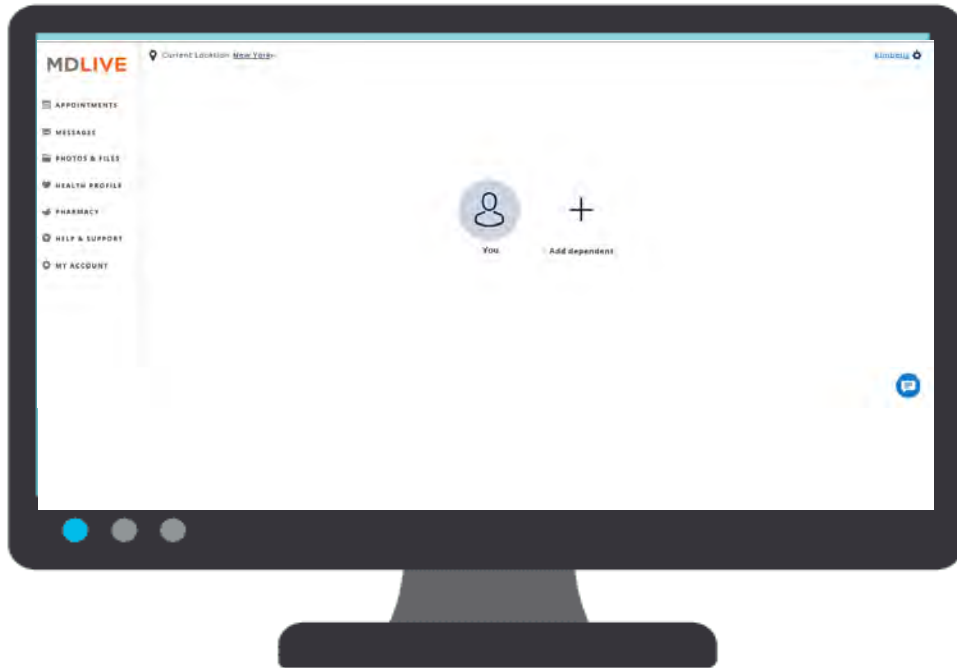


Complete your health profile (one time)

- Add dependents, spouse, pharmacy and healthcare provider, and any health condition information

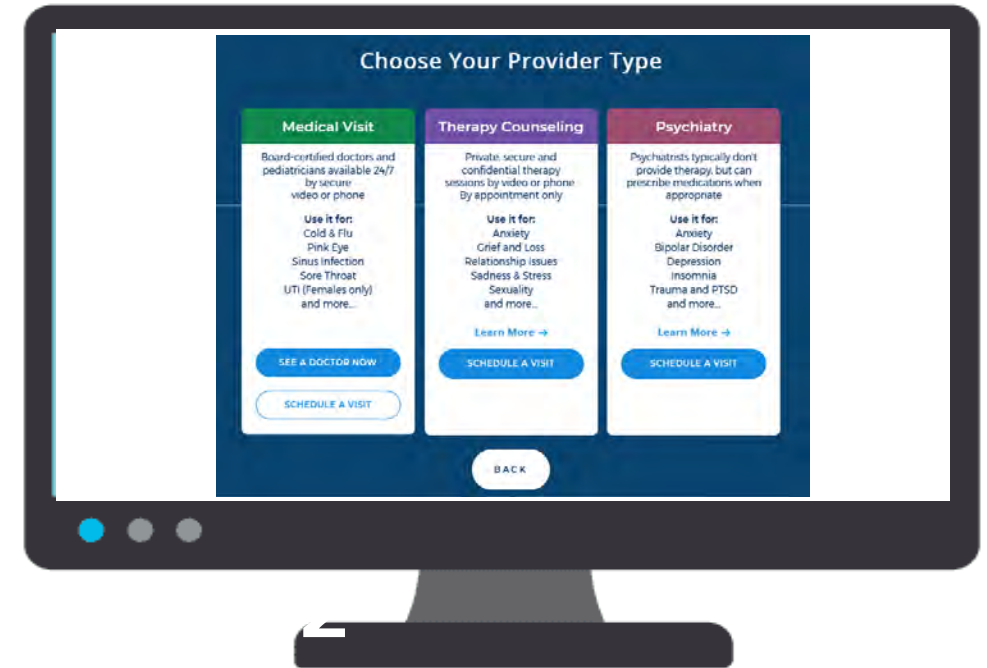


Telemedicine: Using MDLIVE*



1

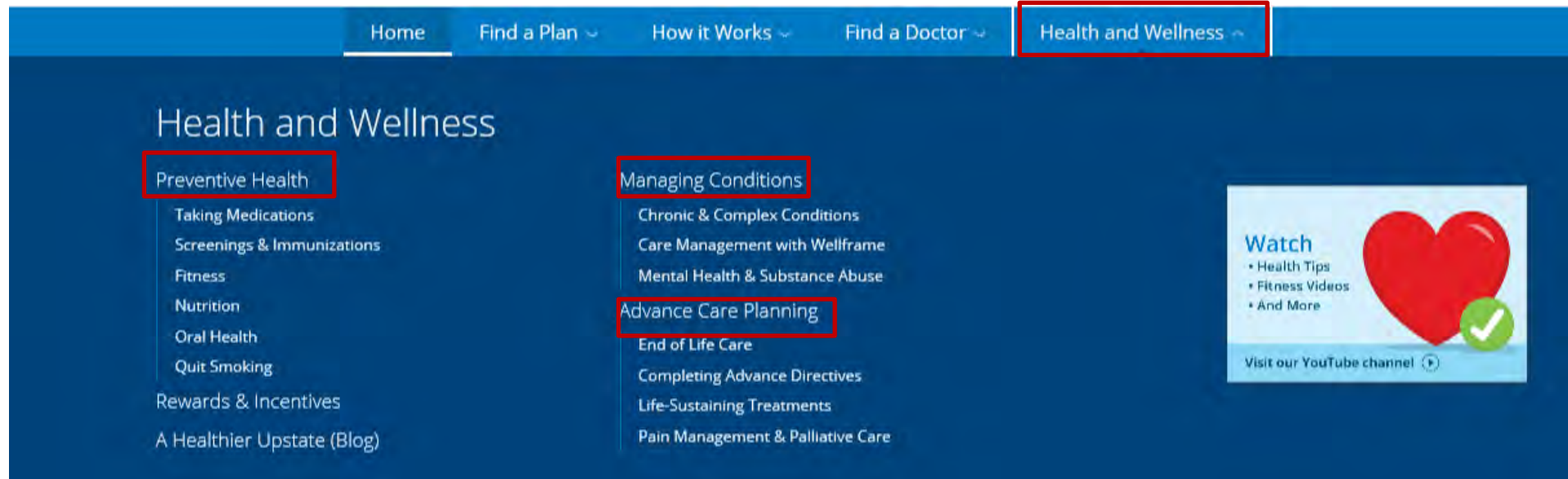
Choose you or your family member



2

Select the type of visit

Health and Wellness



The screenshot shows a website navigation menu for 'Health and Wellness'. The menu is set against a dark blue background with white text. At the top, there is a horizontal navigation bar with several items: 'Home', 'Find a Plan', 'How it Works', 'Find a Doctor', and 'Health and Wellness'. The 'Health and Wellness' item is highlighted with a red rectangular box. Below this bar, the main content area is titled 'Health and Wellness' in a large white font. Underneath the title, there are two columns of menu items. The first column is headed 'Preventive Health' (highlighted with a red box) and includes: 'Taking Medications', 'Screenings & Immunizations', 'Fitness', 'Nutrition', 'Oral Health', 'Quit Smoking', 'Rewards & Incentives', and 'A Healthier Upstate (Blog)'. The second column is headed 'Managing Conditions' (highlighted with a red box) and includes: 'Chronic & Complex Conditions', 'Care Management with Wellframe', 'Mental Health & Substance Abuse', 'Advance Care Planning' (highlighted with a red box), 'End of Life Care', 'Completing Advance Directives', 'Life-Sustaining Treatments', and 'Pain Management & Palliative Care'. To the right of these columns is a promotional box with a light blue background. It features a large red heart icon with a green checkmark inside a circle to its right. The text in the box reads: 'Watch' followed by a bulleted list: '• Health Tips', '• Fitness Videos', and '• And More'. At the bottom of the box, it says 'Visit our YouTube channel' with a small circular icon containing a play button symbol.

Member Care Management

4 IMPORTANT (AND UNEXPECTED) WAYS WE CARE:



1

Dedicated Team

Coordinated care when you need it most.

Your registered nurse works with a team of health care professionals in a wide variety of specialties to give you the one-on-one support.



2

Chronic Condition Management

Ongoing expertise and specialized care.

We identify the barriers preventing you from achieving your health goals and help you overcome them.



3

Complex Condition Management

Personalized support to get you through.

Following a thorough assessment to determine your needs, we provide outreach and support to keep you on track with your health goals.

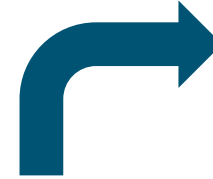


4

Behavioral Health Management

Proven approaches with real results.

Substance abuse and mental illness are treatable diseases. We'll provide you with the education, support, and community resources you need to get the upper hand on them.



Registered Nurses

Your dedicated RN will be your main point of contact on the Member Care Management team – providing you with the care planning, education, and emotional support you need to achieve your health goals.

Registered Dietitians

Want to start eating better? Our registered dietitians are food and nutrition experts who can tell you exactly what you need to eat in order to live healthier.

Behavioral Health Specialists

When you're dealing with addiction or mental illness, it can feel like you've got nobody in your corner. But that's not true. Get the counseling and direction you need from our behavioral health specialists.

Social Workers

Family problems can be extremely challenging to handle on your own. Our social workers are here to give you the skills, tools, support, and confidence to get these issues resolved.

Member Care Management for Chronic and Complex Conditions

1-800-860-2619

8 a.m. to 4:30 p.m. EST

case.management.referral@excellus.com

Behavioral Health Management, 1-800-277-2198

8 a.m. to 5 p.m. EST

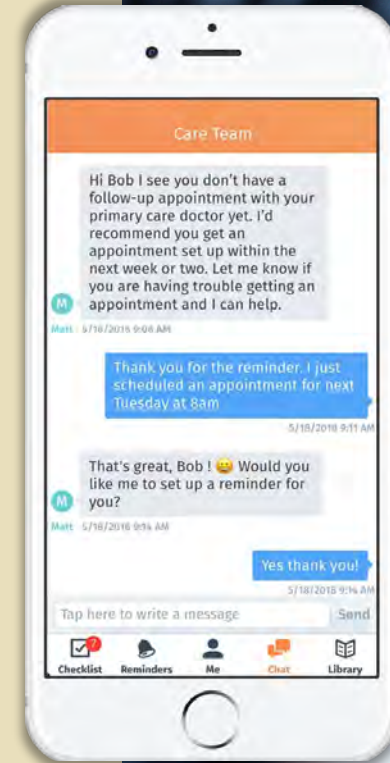
Wellframe[®] Helps You Connect



What is Wellframe? A mobile app for smartphones or tablets that connects you to your Excellus BCBS Member Care Management Team.

- Chat with your care team
- Get medication reminders
- Get answers to everyday clinical questions
- Find a support group or explore available resources
- Learn about a diagnosis
- Manage a condition
- Access health-related articles and videos
- And more!

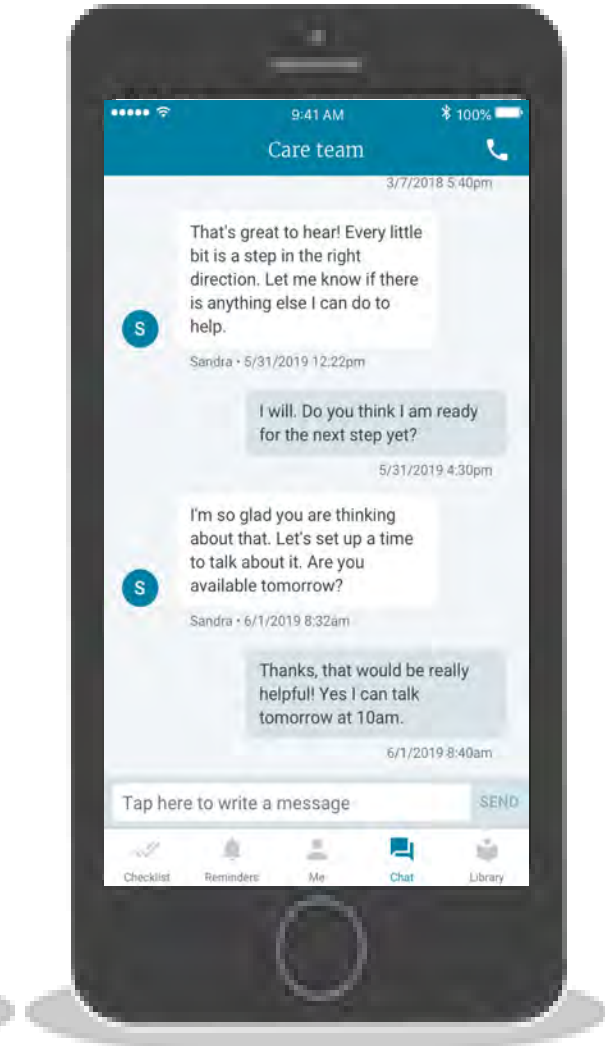
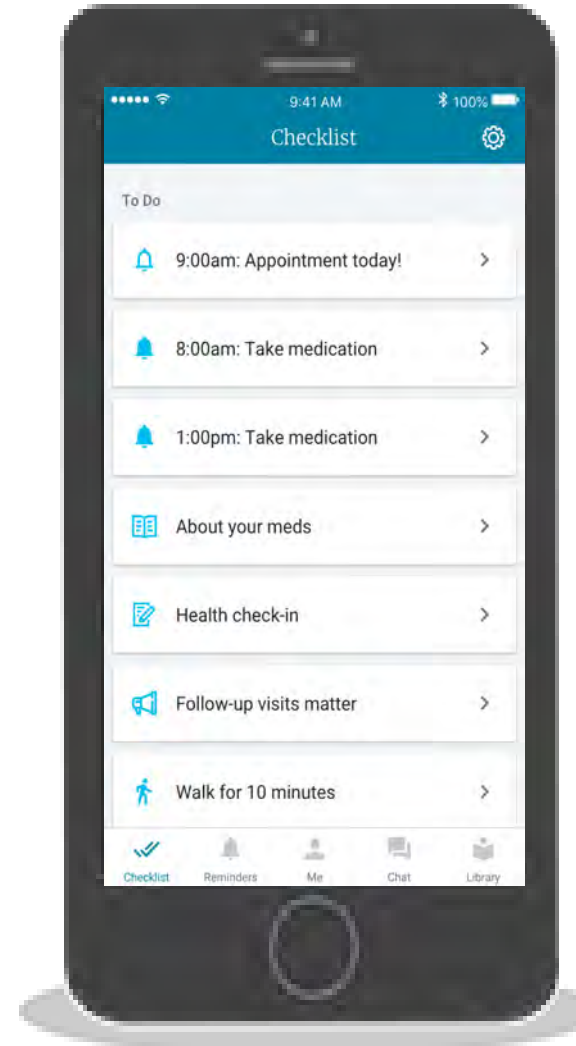
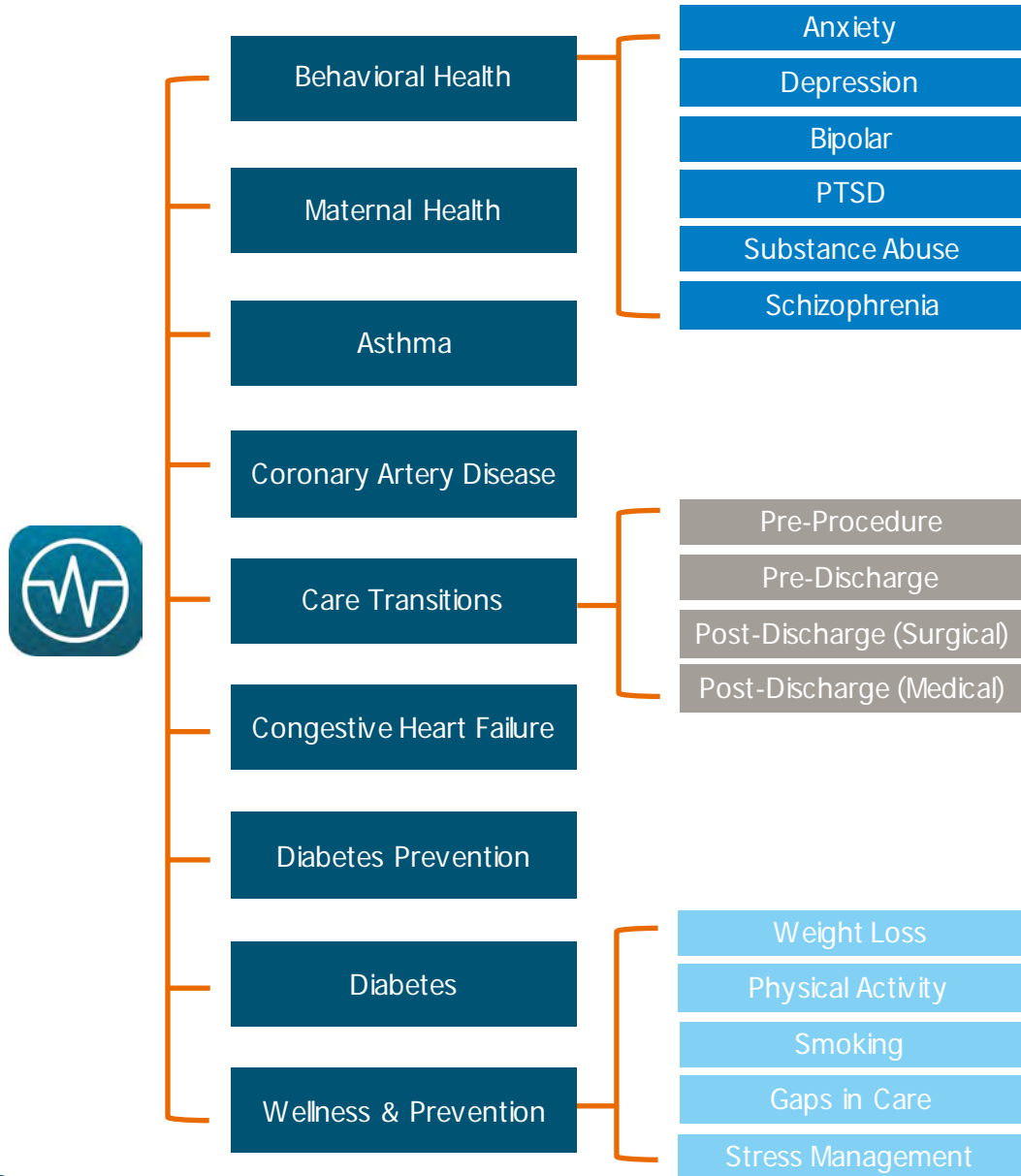
Wellframe is **free** for all eligible Excellus BCBS members. Get started now by downloading the free mobile app on your smartphone or tablet.



Access Code: **Excellus**



Wellframe App

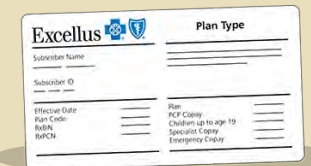




GET SCREENED – IT COULD SAVE YOUR LIFE

Screening tests are covered health insurance benefits:

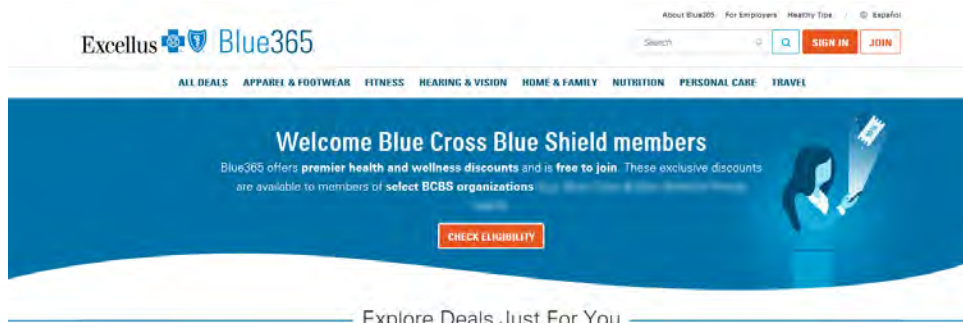
- Flu Shots
- Colorectal Cancer Screenings
- Mammograms
- And more...



Excellus		Plan Type
Subscriber Name	_____	_____
Subscriber ID	_____	_____
Effective Date	_____	Plan
Plan Code	_____	PCF Capex
Health	_____	Children up to age 19
BPCH	_____	Specialty Copay
		Emergency Copay

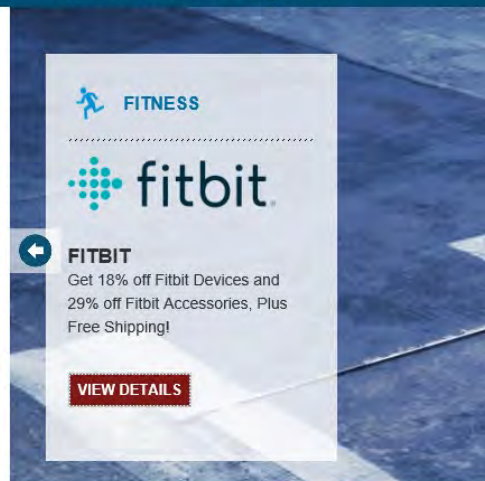
To learn more about screening and which test may be best for you, visit:

ExcellusBCBS.com/PreventiveCare



Excellus  | Blue365.

Because Health is a big deal[®]



Check Out Some Other Great Deals:

Discounts and deals change often.
For more information, visit
[ExcellusBCBS.com/Blue365](https://www.excellusbcbs.com/blue365)

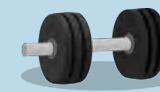
Making Health a Big Deal



Save Money – discounts at health and wellness retailers around the country (fitness gear, gym memberships, family activities, healthy eating, and more)

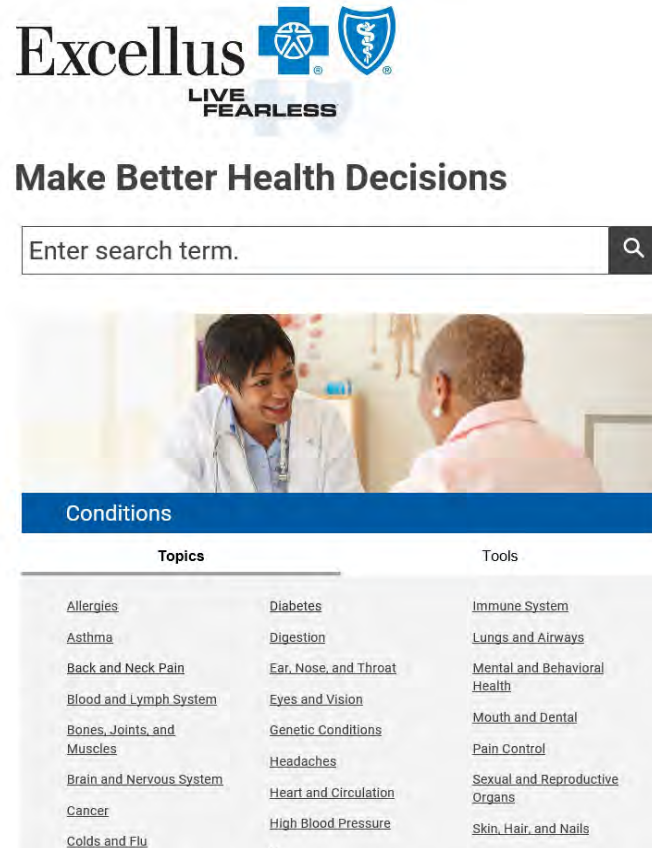



Get Weekly Deals – delivered right to your inbox




Gym Membership – Fitness Your Way[™] by Tivity Health[™] offers a passport membership to participating gyms (10,000+ facilities nationwide)


Research Health Topics



Excellus  LIVE FEARLESS

Make Better Health Decisions

Enter search term. 



Conditions

Topics	Tools
Allergies	Immune System
Asthma	Lungs and Airways
Back and Neck Pain	Mental and Behavioral Health
Blood and Lymph System	Mouth and Dental
Bones, Joints, and Muscles	Pain Control
Brain and Nervous System	Sexual and Reproductive Organs
Cancer	Skin, Hair, and Nails
Colds and Flu	
Diabetes	
Digestion	
Ear, Nose, and Throat	
Eyes and Vision	
Genetic Conditions	
Headaches	
Heart and Circulation	
High Blood Pressure	



24/7 Nurse Call Line

Peace of Mind When You Need It Right Away

- Contact a nurse by phone anytime – 24 hours a day, seven days a week
- Our specially trained registered nurses can provide support and education for members with chronic or complex health conditions or answers to more general health questions



1-800-348-9786

KEY FEATURES



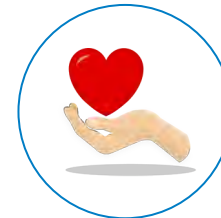
Decision-making support and education when you need it most



Triage to appropriate level of care



Information regarding diagnoses, medications and treatment options



Referrals, as appropriate, into the Member Care Management program for enhanced care management

Advance Care Planning

Advance care directives allow you to spell out what level of medical treatment or interventions you would want in the event that you become unable to speak for yourself.

Share these documents with your medical care providers, family members and the person you have designated as your health care proxy:

- Health Care Proxy
- Living Will



www.compassionandsupport.org

Wellness Blog and Social Media

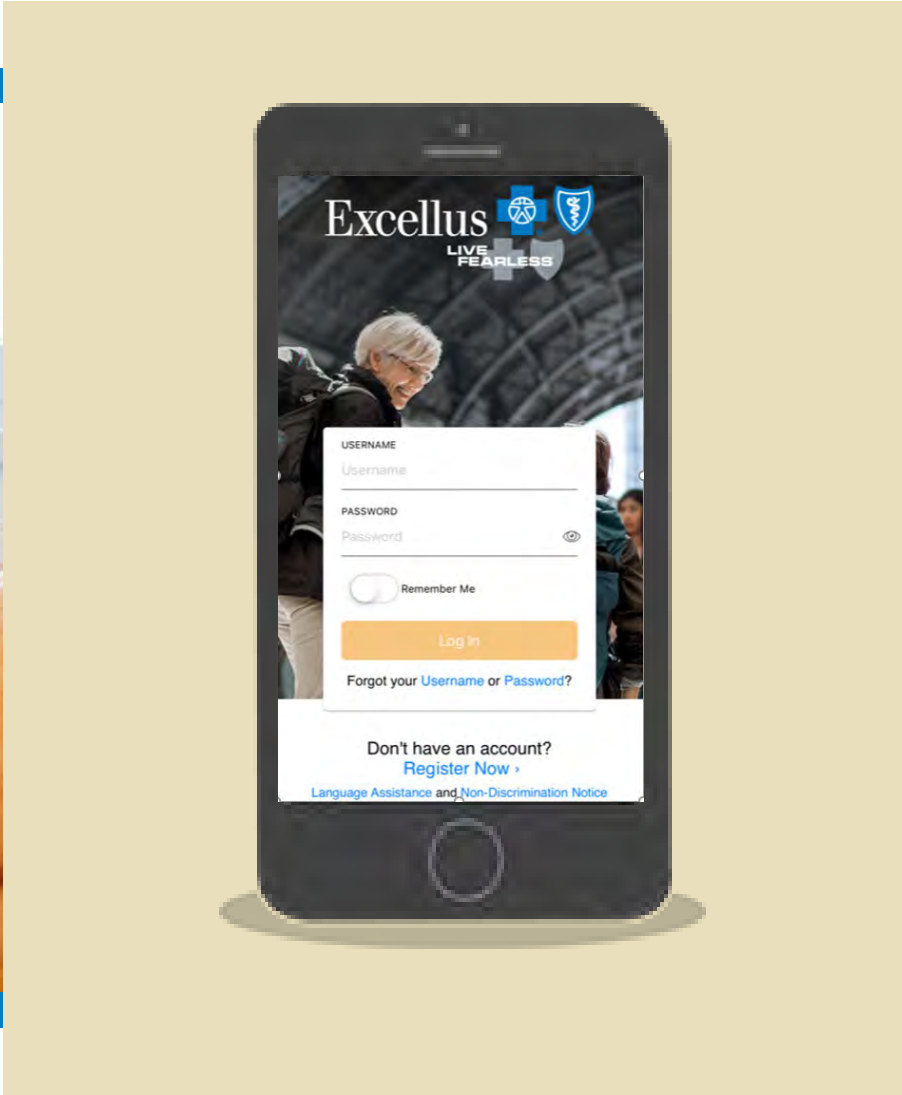


AHealthierUpstate.org

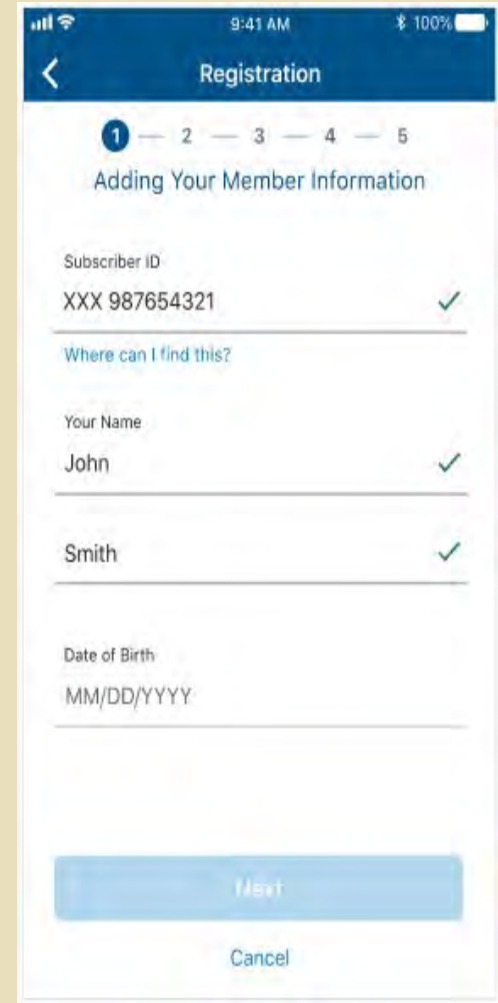
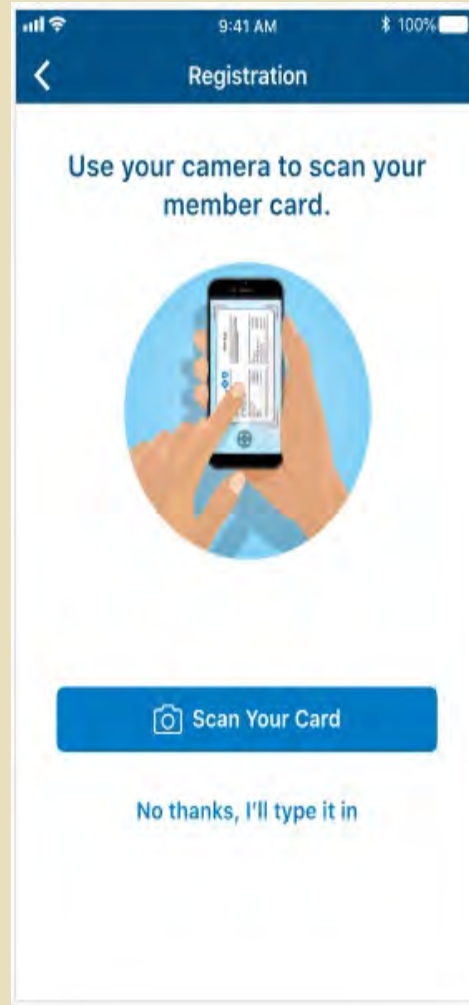
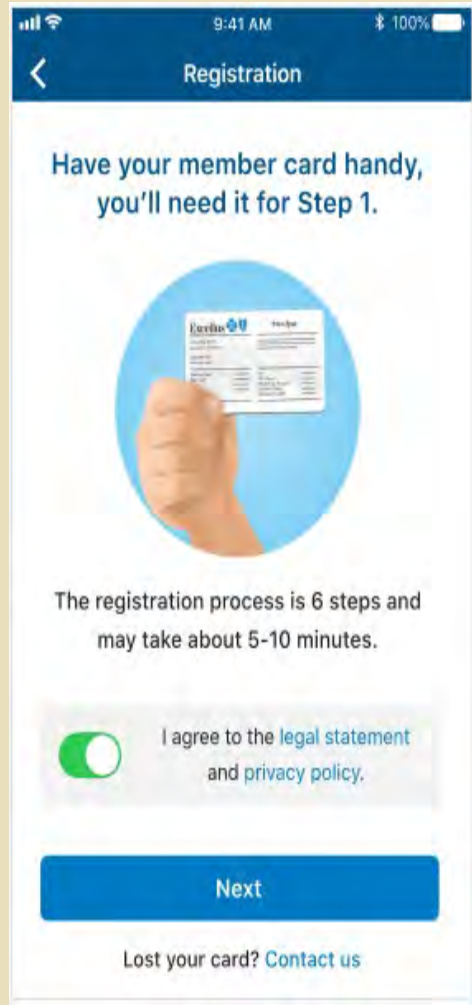
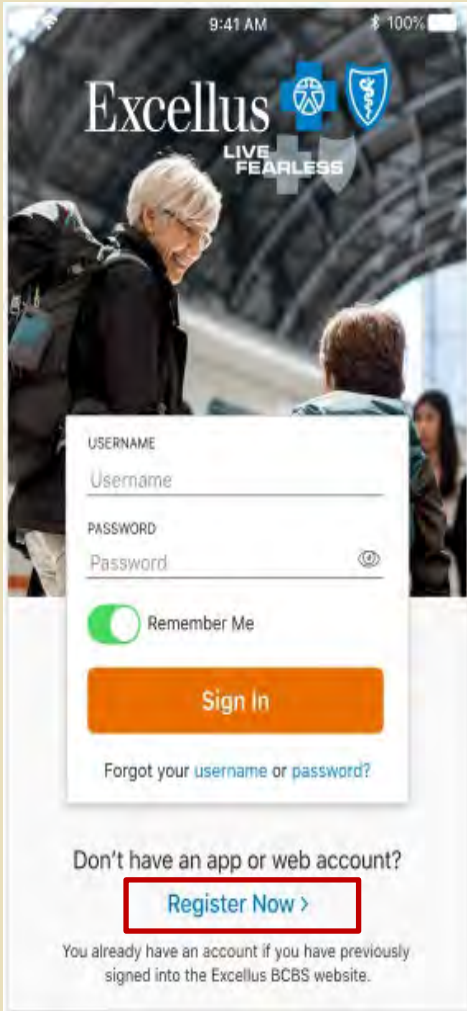
Excellus BCBS Mobile App



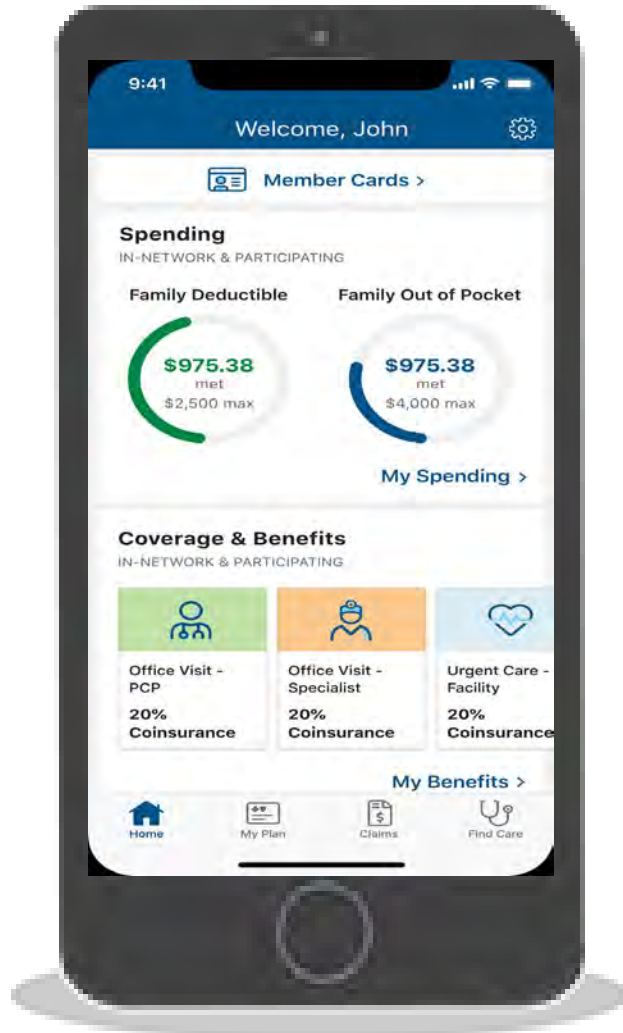
Download the Mobile App



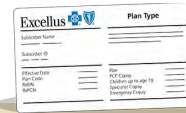
In-App Registration



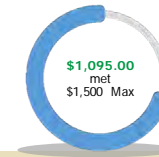
Mobile App



You have convenient access to:



View and Order
Member ID Cards



Track Spending
and Deductibles



Check Coverage
and Benefits



Find a Doctor,
Urgent Care, or
Hospital

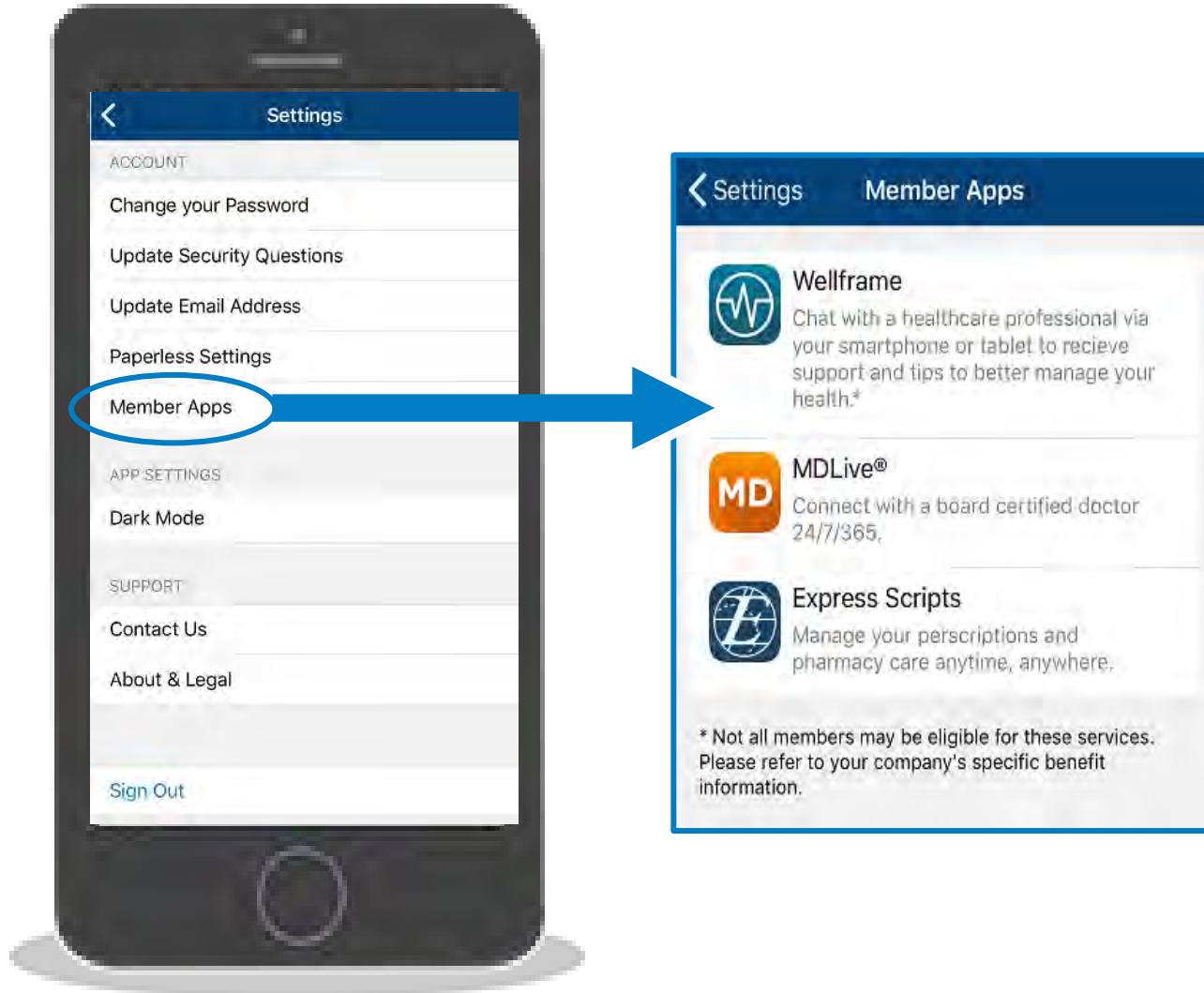


Go Paperless



View and Filter
Claims

Mobile App - Settings



Under Settings, you have quick and convenient access to other apps, including:

- Wellframe
- MDLIVE
- Express Scripts

Once you click on an app, you will be directed to the app store to download.

In Summary...

Use your health plan as a health plan, not just a sick plan!

Get Started Today:



- **Register and log into** Excellus BCBS website and/or download our mobile app
- **Sign up** for Home Delivery Pharmacy*
- **Register** for telemedicine with MDLIVE®*
- **Download** the Wellframe® app and create your account

If you have any questions regarding your health plan, please talk to your human resources department or call the Customer Care number on the back of your member card.



THANK YOU

