Your Wellness Book

Blue Health Solutions℠ can help you build a lifetime of good health

BlueCross Northeastern Pennsylvania

Independent Licensee of the Blue Cross and Blue Shield Association, ® Registered Mark of the Blue Cross and Blue Shield Association.

bcnepa.com
Welcome to Blue Health Solutions

Better health starts with you and the steps you take each day. You know you can count on Blue Cross of Northeastern Pennsylvania for quality health care services when you’re sick or hurt, but we’re also here to help you manage a health condition, like diabetes or high cholesterol.

We can help you make healthy changes, like losing weight or quitting smoking. And if you’re already enjoying a healthy lifestyle, we’ll give you tips and tools to help you maintain your good health.

Questions about health issues?
Visit Health & Wellness at bcnepa.com/wellness.aspx.
Resources to help you stay healthy

Blue Health Solutions℠, our health and wellness resource, is more than a one-size-fits-all wellness program. Blue Health Solutions puts you in charge of your health. We give you a choice of wellness solutions, and you decide how to use them. Whether you are interested in weight management resources or just want to shed a few pounds, we’re here to help. Best of all, your Blue Cross of Northeastern Pennsylvania health plan includes access to all Blue Health Solutions offerings at no additional cost to you.

And because your privacy is important, Blue Health Solutions services are kept secure and private. We will never share the information you share with us (unless required by law).

Blue Health Solutions gives you …

• Your own personal health coach to answer your questions or to help you make a plan for improving your health. Your Blue Health Solutions health coach will help you set realistic goals for achieving the health results you want, give you educational information related to your health concern and guide you to online and community resources

• Access to a registered nurse, 24 hours a day, 7 days a week, for times when your health coach can’t be reached. We know that an illness can happen overnight or on a weekend. Our nurses are here around-the-clock to answer your health questions—so you’ll always have someone to turn to

• A confidential, online Health Assessment, to help you better understand your health risks and solutions to help you lower those risks. Completing the Health Assessment takes only a few minutes, but the results can be life changing. Your health coach supports your efforts to make positive changes for better health and wellness

• Health management services to help you with chronic health conditions, such as diabetes management, asthma, heart disease and more

• Wellness and lifestyle solutions to help you with stress, chronic back pain, losing weight, quitting smoking and more. Resources are also available for maternity care services, including prenatal care and for services post-delivery

• Care management services to give you the support you may need to handle a serious medical condition and achieve the best health outcomes and quality of life

• Discounts to save you money on health-related products and services. Blue365® connects you with savings on items as diverse as walking shoes, cookbooks with healthy recipes, and even credit monitoring services

• An online personal Health Record to keep your health information in one secure place. Record your medical history, the doctors you see and the pharmacies you use, medical tests, screenings and immunizations, allergies and more

• A Health Library with easy-to-understand explanations of medical conditions, symptoms, tests and treatments. The online library contains hundreds of entries, including interactive tools, a symptom checker and videos—all to help you make sound health care decisions
Health coaches to help you

Our nurses are available 24/7

This means that if your child has a fever at 2 a.m., we’re here for you

Your health coach

The relationship with your health coach is key to understanding how Blue Health Solutions can help you live a healthier life. Our health coaches are licensed health professionals, registered nurses and dietitians, who are available by phone to answer your questions and give you the information and support you need.

You can reach our health coaches at 1.866.262.4764 or (TTY) 1.877.720.7771, weekdays, between 8 a.m. and 8 p.m. ET.

24/7 Nurse Now

There may be times when you need help after hours, on weekends or in urgent situations. If you can’t reach your health coach, don’t worry. You can always reach a registered nurse at 24/7 Nurse Now.

The nurse you speak with will help you make informed decisions about your health—from chronic conditions to common health concerns. The nurse will make sure your health questions are answered and will even connect with your health coach, if follow-up care is needed.

To speak with a registered nurse at any hour, call 1.866.442.2583 or (TTY) 1.800.855.2881.

Rather chat online? It’s easy.

- Register or logon to Self-Service at bcnepa.com
- Click on Health & Wellness and select 24/7 Nurse Now
Learn more about your health

We’re here weekdays, between 8 a.m. and 8 p.m.

To speak with a health coach about health management, wellness and lifestyle issues or life-balance resources, call 1.866.262.4764 or (TTY) 1.877.720.7771.

To learn more about our care management services, call 1.800.346.6149 or (TTY) 1.877.720.7771.

Complete a simple, confidential Health Assessment

Our online Health Assessment will help you better understand your lifestyle habits as well as your health history and how they may affect your future health. It’s simple to do. It takes only a few minutes, and the results might surprise you.

A health coach will call you to review your Health Assessment results and help you make a plan for improving your health. Our health coaches are qualified health professionals, registered nurses and dietitians who have the knowledge to help you make the right choices.

Ready to start the Health Assessment?

• Register or logon to Self-Service at bcnepa.com
• Click on Health & Wellness and select MyHealth Solution
Health and wellness solutions

Health management

If you have a chronic or long-term health condition, we know you face many challenges. That’s why we give you resources and support to help you better manage conditions such as:

- **Asthma**—Educational information, tips to avoid asthma triggers and an asthma action plan that can be completed with the help of your doctor

- **Cardiovascular disease (CVD)**—Tips for reducing the risk factors that can make CVD worse, ways to manage your symptoms and medication and safe ways to add physical activities to your daily routine

- **Chronic obstructive pulmonary disease (COPD)**—Ways to lessen your COPD symptoms, like constant coughing and wheezing, along with resources to help you quit smoking

- **Depression**—Information about lifestyle modification, psychotherapy and antidepressant medications that can help you gain control over your symptoms

- **Diabetes**—Daily practices to help you gain control over your diabetes; education on eye and foot care, meal planning and exercise

- **Heart failure**—How you can reduce fluid and sodium intake, along with medication and symptom management techniques

Wellness and lifestyle

Our wellness and lifestyle resources support your efforts to make changes that can improve your health. We can help you:

- **Quit using tobacco**—Tobacco cessation resources are available, along with personalized support from your health coach. Your health coach will work with you and your doctor to help you achieve a tobacco-free life

- **Manage your weight**—Tips for making better food choices, including ways you can learn to eat less foods that are high in fat and calories. And, if appropriate, how you can add more physical activities to your daily routine

- **With maternity care solutions**—Information about each pregnancy trimester, giving birth and post-delivery topics, along with a prenatal calendar to follow your pregnancy month-by-month and record your experiences
Care management

When you’re ill, your main concern is to feel better and to restore your quality of life. This process can be long and challenging, but with help from our care coordinators, you won’t have to do it alone. Blue Health Solutions care coordinators offer the support you need to help you handle a number of health concerns, including:

- **Catastrophic case management**—Complex care and coordination of services for situations involving transplants, spinal cord or head injuries, etc.

- **Transition of care**—Support before and after surgery, with education and follow-up care

- **Intermediate care**—Help with other chronic conditions not addressed through our health management programs

Know someone who needs care management services? Call a care management care coordinator on behalf of another Blue Cross of Northeastern Pennsylvania member. Care coordinators can be reached at **1.800.346.6149** or (TTY) **1.877.720.7771**.
Wellness for your health and your wallet

Healthy choices. Exclusive savings.

**Better health doesn’t have to cost a fortune.** Our discount program and Blue365® can help you get and stay healthy—and save you money with discounts on:

- Fitness items, like running shoes and pedometers
- Weight management classes
- Nutritional counseling
- Vision and hearing services
- Personal and elder-care services
- Aromatherapy and massage therapy

To view the available discounts, visit [blue365deals.com/BCNEPA](http://blue365deals.com/BCNEPA).

**Healthways Fitness Your Way**

With Healthways Fitness Your Way, you can have convenient access to almost 8,000 gyms around the country—anytime, anywhere—as often as you’d like. For more information, go to [blue365deals.com/BCNEPA](http://blue365deals.com/BCNEPA):

- Logon or Register
- Click on Browse Deals, then Fitness
- Click on Redeem Now for Healthways Fitness, then Continue
Register or logon to Self-Service at bcnepa.com to take advantage of our online health resources

MyHealth Solution

Blue Health Solutions has online resources that are second to none. Take a look at MyHealth Solution on the Health & Wellness page where you’ll find:

- Action plans on a variety of health topics
- A personal Health Record where you can record vital health information
- A Health Library that contains information on hundreds of health topics

These resources, and many more, are located under MyHealth Solution on Self-Service.

- Register or logon to Self-Service at bcnepa.com
- Click on Health & Wellness and select MyHealth Solution

Action Plans

These plans are based on reliable research in behavior change. They increase your chances for success by helping you to prepare for change and take small steps toward a specific goal. Topics range from lifestyle behavior to disease prevention.

Health Record

The Health Record keeps your essential health information in one convenient place. Record your medical history, the doctors you see and the pharmacies you use, medical tests and immunizations, allergies and more. Use the Vitals feature to monitor your height, weight, body measurements, blood pressure and heart rate.

Take a look at all the information you can track using the Health Record:

- Logon to Self-Service and choose the Health & Wellness tab
- Click on MyHealth Solution and then select Health Record
- Click on Medical History and then click on Vitals
Ready to get started?

With Blue Health Solutions you have nothing to lose and everything to gain. Better health has never been easier or more rewarding!

To get started now, call a health coach at 1.866.262.4764 or (TTY) 1.877.720.7771, weekdays, between 8 a.m. and 8 p.m. ET. Or sign in to Self-Service at bcnepa.com and select Health & Wellness.

Health Library

You’ll also want to check out the Health Library, which has thousands of health entries from A to Z. Interactive tools help you learn essential facts that can help you make smart health decisions. Browse the health topics or watch a selection from the video library. There’s even a tool that gives you information about symptoms you may be having.

To enter the Health Library:

- Logon to Self-Service and choose the Health & Wellness tab
- Click on MyHealth Solution and then select Health Library

Always on the go?

Use your iPhone, iPad or Android to download our Self-Service mobile app and manage your health care information anywhere, anytime.

- Register for Self-Service
- Visit bcnepa.com/mobile to download the app to your mobile device
Need some help?

The answers to most of your questions can be found at bcnepa.com/Members/MyCoverage.aspx.

- **Register/logon** to Self-Service at bcnepa.com to see your coverage, claims details and out-of-pocket costs, anytime
- **Send a secure email** to Customer Service from Self-Service
- **Download our** Self-Service mobile app to access information anytime, anywhere from bcnepa.com/mobile

**Call Customer Service.** We’re here to help you, weekdays, between 8 a.m. and 5 p.m. The Customer Service number is located on the back of your ID card. We also offer language interpretation services for members who do not speak English.

Sample ID card

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**Visit us in person.** Blue Cross of Northeastern Pennsylvania retail stores and our Corporate Headquarters are open, weekdays, between 8 a.m. and 5 p.m.

**Get the most from your health insurance**

Your Member Handbook was developed to give you a basic understanding of your covered benefits, using language that we hope is both easy to read and educational. It’s just as important that you read Your Blue Book, your Policy and all the other information that comes with your handbook kit.

**We are committed** to giving you and your family the resources and support you need to get the most from your health insurance. We value your satisfaction and look forward to meeting your health insurance needs now and in the years to come.
This material is not intended as medical advice. Please talk to your doctor about this and any other health information.

**BlueCare HMO Plans:** This managed care plan may not cover all your health care expenses. Read your policy carefully to determine which health care services are covered. 1.800.822.8753

Self-funded group benefits may differ from the benefits and services described here. See your Summary Plan Description for complete details of your coverage.

Blue Health Solutions℠ Discount Program is made available solely for the convenience of those members who are interested in alternative health items and services. Blue Cross of Northeastern Pennsylvania, Highmark Blue Shield, First Priority Life Insurance Company® and First Priority Health® do not endorse the individual practitioners, services, products (including, but not limited to, herbal medicines or remedies) and participating establishments of the Discount Program. The practitioners, services or products of the Discount Program should not be used as a substitute for medical diagnosis and treatment. Blue Cross of Northeastern Pennsylvania, Highmark Blue Shield and First Priority Life Insurance Company and First Priority Health recommend that you consult with your physician before using any alternative health services or products.

This Discount Program is not a benefit, but a value-added service being offered by Blue Cross of Northeastern Pennsylvania. The program is not guaranteed for any length of time but may be discontinued with or without notice.

Blue Cross and Blue Shield Association is an association of independent, locally operated Blue Cross and Blue Shield Plans. Blue365® offers access to savings on items that Members may purchase directly from independent vendors, which are different from items that are covered under the policies with your Blue Cross and/or Blue Shield Company (each a “Blue Company”), its contracts with Medicare, or any other applicable federal healthcare program. The products and services described herein are neither offered nor guaranteed under your Blue Company’s contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to your Blue Company’s grievance process. Blue Cross and Blue Shield Association (BCBSA) may receive payments from Blue365 vendors. BCBSA does not recommend, endorse, warrant or guarantee any specific Blue365 vendor or item.

**Blue Cross of Northeastern Pennsylvania is a Qualified Health Plan issuer in the Federally Facilitated Marketplace.**

Blue Cross of Northeastern Pennsylvania administers health insurance plans for Blue Cross of Northeastern Pennsylvania, Highmark Blue Shield, First Priority Health® and First Priority Life Insurance Company®.