

Healthy Basics



Blue Cross[®]
HEALTH & WELLNESS

Member overview

Extending the value of Blue

As a Blue Cross Blue Shield of Michigan member, you enjoy comprehensive coverage and access to a large network of doctors and hospitals.

But that's not all.

As one of our valued members, we'll help you get healthier, stay healthy or manage your illness through our Blue Cross® Health & Wellness programs.

Get connected to better health

Healthy Basics offers health care support and online resources to help you get the most out of your health care plan. You have access to:

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Engagement Center

The answers you need are a phone call away

Are you wondering how Blue Cross Health & Wellness works and what programs best fit your health care needs? Our knowledgeable Engagement Center assistants can answer all your questions and enroll you in the appropriate programs. Engagement Center assistants can also:

- Help you find network doctors and hospitals
- Answer questions about wellness and care management, and program incentive requirements (for eligible participants)
- Give you information about program discounts
- Assist with online wellness resources
- Direct you to a registered nurse for health information and symptom management, when necessary (for eligible participants)

Engagement Center

Monday through Friday
8 a.m. to 6 p.m.
Eastern time

1-800-775-BLUE (2583)

All calls are toll-free and
strictly confidential.

Online wellness resources



The tools you need for better health are a click away

Blue Cross Health & Wellness online resources, powered by WebMD®, give you access to a broad range of health and wellness information and tools. Best of all, it's available at your fingertips 24 hours a day, every day, through your Blue Cross member account.

You can access your member account at **bcbsm.com** or through the Blue Cross mobile app. To download the mobile app, search BCBSM in the App Store® or Google Play™.



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Health Assessment

Complete your health assessment to find out your personal health risks and what you can do to improve your health. See Page 6 for more information about the health assessment.

Symptom Checker

Use this interactive tool to help you determine what to do about your symptoms.

My Health Assistant

After you take your health assessment, the *My Health Assistant* page recommends the Digital Health Assistant programs that are best for you. The following Digital Health Assistant programs are available:

- Conquer Stress
- Eat Better
- Enjoy Exercise
- Lose Weight
- Quit Tobacco
- Feel Happier

My Pregnancy Assistant

If you're pregnant, plan to become pregnant or are supporting someone who's pregnant, this is a helpful tool. It contains a dashboard of quizzes, checklists, articles, videos, activities and images of the stages of fetal development that you can click on for more information.

The Daily VictorySM and Weigh Today apps

Download these WebMD apps to your mobile device then easily sync them with the Blue Cross Health & Wellness site to start making small changes in your exercise habits and weight.

Recipes

Find more than 400 tasty and healthy recipes that can help you meet your nutritional needs.

Health Record

Store, maintain, track and manage your health information in one centralized, private and secure location.

Health Trackers

Chart your measurements over time. There are trackers for exercise, steps, diet, sleep, mood, pain and tobacco use.

Document Library

Easily upload and store your health care documents.

Device and App Connection Center

Sync more than 200 of your favorite fitness and medical devices and health-specific mobile apps so you have all your information in one location.

WebMD Health TopicsSM

This valuable resource allows you to search for a variety of health topics categorized by conditions, general health and procedures and surgeries.

Medical Encyclopedia

This complete health encyclopedia includes a searchable database of health topics, medical tests, procedures, drugs and more.

WebMD Interactives

Find calculators, guides, quizzes, slide shows and other health information you may need.

Message Board Exchanges

Connect with others who have the same interests and health concerns as you, ask questions and find answers in these professionally monitored message boards.

WebMD Video

Watch more than 1,000 videos about a variety of health topics and trends.

Health assessment

It's all about you

Take the Blue Cross Health & Wellness health assessment, powered by WebMD, to get a picture of your current health and your health risks. In an easy-to-read, interactive format, the health assessment asks you questions designed to evaluate your health. In addition:

- **It's fast.** Mobile-friendly and interactive, it takes about 10 minutes to complete.
- **It's effective.** It asks a variety of basic questions about your diet, exercise, sleep, medical history and lifestyle factors to give you a holistic view of your current health, along with a personalized plan for better health.
- **It gives you information you can use.** After taking the health assessment and getting your results, use Blue Cross Health & Wellness online resources to help you with whatever is on your plan — from exercise and diet trackers to Digital Health Assistant programs, it all starts here.



It's easy to find online

Accessing the health assessment is easy.

1. Log in to your Blue Cross member account at **bcbsm.com** or the Blue Cross mobile app. If you're a first-time user, you must register.
2. Click or tap *Health & Wellness* to enter the Blue Cross Health & Wellness site.
3. Click or tap *Take Your Health Assessment*.

The first time you enter the Blue Cross Health & Wellness site to use WebMD tools, you'll need to register.

If you have questions about how to complete the health assessment, call the Engagement Center at 1-800-775-BLUE (2583).

It's personal

After you complete your health assessment, you'll receive:

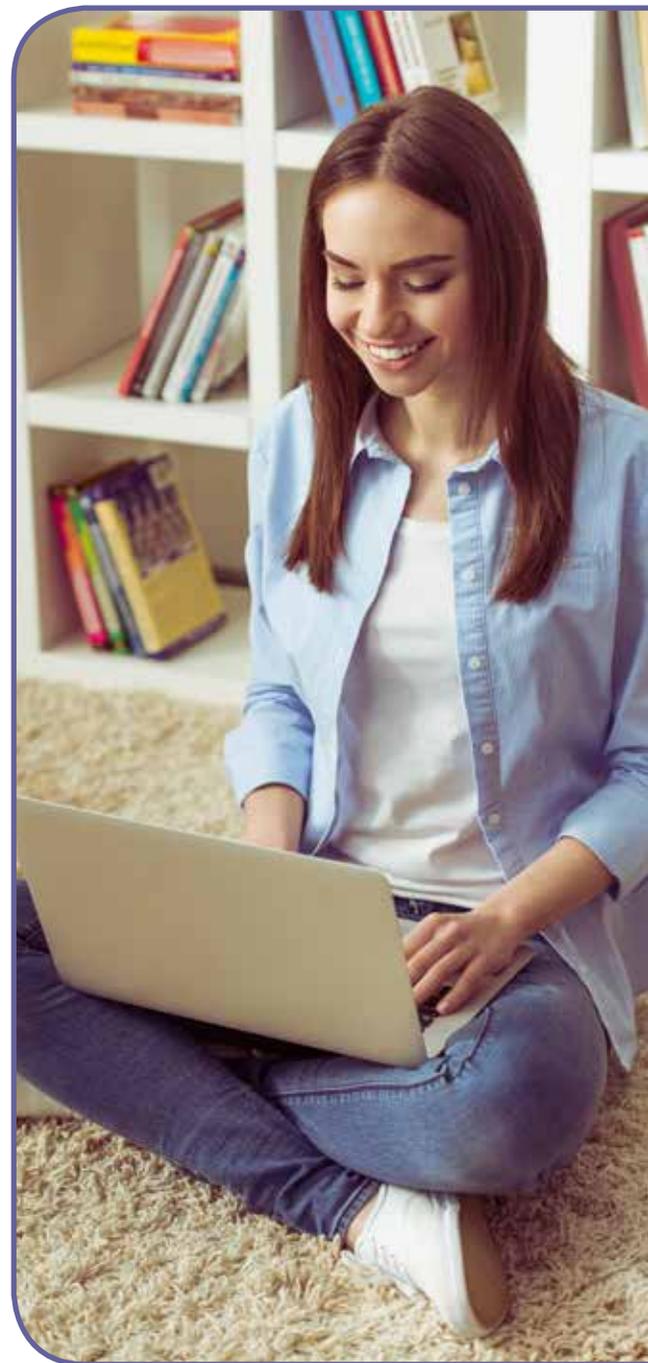
- A health score based on an analysis of your modifiable health risks
- A list of your highest-risk areas
- A *Modifiable Risk Report* and a *Condition Risk Report*
- A list of the next steps you can take to improve your health

You can also see how your health score compares to others who have completed the health assessment.

Before you start, gather this information:

- Blood pressure
- Total cholesterol
- High-density lipoprotein or HDL cholesterol
- Low-density lipoprotein or LDL cholesterol
- Triglycerides
- Blood sugar
- Height, weight and waist measurements
- Recent health screenings

If you don't have this information, you can still take the health assessment. But having this information will provide you with more in-depth results.



Chronic Condition Management

Better care equals better outcomes

Get personal help to better manage conditions, such as:

- Diabetes
- Heart failure
- Chronic obstructive pulmonary disorder
- Coronary artery disease
- Asthma

If you're eligible for Chronic Condition Management, a team of registered nurses, social workers and registered dietitians work with you to help you manage your condition through a unique combination of:

- Coordination care
- Education
- Support with treatment plans

The goal is for you to learn the skills you need to effectively self-manage your condition. A nurse case manager works closely with you through the program and helps you develop self-management skills, such as:

- Monitoring your condition and learning how to address routine changes as well as more serious complications
- Adhering to treatment plans
- Engaging in healthy behaviors with support programs to encourage lifestyle change
- Learning how to communicate clearly and effectively with all your health care providers



Case Management

We're here to help

You may benefit from Case Management if you have a complex medical condition, multiple chronic conditions, or injuries and illnesses with serious, long-term effects.

A dedicated nurse case manager will work with you, your family and your treating physician to:

- Coordinate your care
- Inform you about your disease and treatment options
- Provide information on Blue Cross doctors and hospitals
- Refer you to community resources
- Find specialty medical devices and equipment

As you receive medical services, your case manager:

- Reviews your health care needs
- Continues to help you understand your treatment options
- Contacts you to discuss your progress between doctor visits

We can also help develop a highly personalized care plan based on individual issues, goals, actions and outcomes.



Care Transitions

Support for a full recovery

People rarely leave the hospital feeling 100 percent. And the fact is, the first 30 days after a hospital stay are essential to a full recovery. Following discharge instructions, having adequate help at home, seeing the doctor when required, taking post-discharge medication as prescribed and just having the right support system in place makes all the difference in staying out of the hospital and getting back on your feet.

Care Transitions can do just that.

When you're back home, the Care Transitions nurse will:

- Call regularly over the next 30 days
- Make sure you have the medications you need and know how and when to take them
- Explain the signs of possible complications or worsening systems so you can watch for them and take action when indicated
- Follow up with doctors as needed

To reach our common goal of full recovery and continued good health, we'll:

- Give you educational materials about your condition
- Teach you the skills you need to manage your condition
- Find appropriate home health care services, if they're needed
- Get you involved with appropriate health management programs

After the hospital notifies us of your need, one of our nurses will:

- Talk with the hospital staff about your condition
- Determine the level of care you'll need after discharge
- Contact you to discuss next steps
- Coordinate at-home care, including medical equipment, if it's needed

24-Hour Nurse Line

Peace of mind: 24 hours a day

Should you head to the nearest emergency room or should you call your doctor in the morning? The 24-Hour Nurse Line gives you access to registered nurses, ready to answer your health care questions, 24 hours a day, seven days a week.

You can talk to a nurse about:

- **Symptom management** — Get help with assessing your symptoms to determine the level of care and medical follow-up you need.
- **Health information** — Whether it's as simple as how to use a thermometer to take a baby's temperature, or as complex as learning about a specific condition or surgical procedure, a registered nurse is ready to answer your health care questions and concerns.
- **Audio health library** — Listen to audio presentations for a variety of topics about preventing and managing illnesses.

Just call 1-800-775-BLUE (2583) and listen for the prompts to speak with a nurse.



Submit your questions online

Do you have a nonurgent question about your health? You can securely submit your questions online. All questions are confidential and a nurse will respond to you within 24 hours. Here's how:

1. Log in to your member account at **bcbsm.com**.
2. Click *Contact Us* in the upper right corner.
3. Under the *24-Hour Nurse Line* heading on the right side of the page, click *Visit our partner website* to chat with a nurse.
4. Log in. First-time visitors will need to register.
5. Submit your question.

Stay connected to a healthier lifestyle.

- Log in to your member account and register for the Blue Cross Health & Wellness site.
- Review all the great online resources available through Blue Cross Health & Wellness.
- Take the health assessment.
- Call the 24-Hour Nurse Line if you have questions about a health issue.
- Contact the Engagement Center to find Blue Cross Health & Wellness programs that are a good fit for you.



bcbsm.com

WebMD Health Services is an independent company supporting Blue Cross Blue Shield of Michigan by providing health and wellness resources to its members.

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