

# HEALTH AND WELLNESS



As part of your enrollment in our medical benefit plan through Blue Cross Blue Shield of Illinois (BCBSIL), a variety of health and wellness features are available to you at [bcbsil.com](https://bcbsil.com) or through the BCBSIL app. Programs are effective January 1, 2025 for those enrolled in medical. You will get streamlined access to information, be guided to care and resources, and get recommendations for taking action to improve your health. Be sure to speak with your doctor before starting a new diet, exercise, or health program.

## BLUE ACCESS FOR MEMBERS (BAM)

Blue Access for Members (BAM) helps you get the most from your health care benefits. Use your member ID card as of January 1, 2025 to create a BAM account at [bcbsil.com](https://bcbsil.com), or text BCBSILAPP to 33633 to download the mobile app. Use BAM to find in-network care, get a digital copy of your ID card, check the status or history of a claim, view or print Explanation of Benefits statements, and sign up for text or email alerts.

**REMEMBER: In-network providers** may offer you the most cost savings. Log into your account to search for in-network doctors, clinics, and facilities at [bcbsil.com](https://bcbsil.com). Out-of-network doctors/services may cost more or may not be covered. When searching for in-network providers, please select the "Participating Provider Organization (PPO)" network for both the PPO and Health Savings Plan medical plans.

Refer to the coverage summary in your Benefit Guide for more information about coverage for each plan.

## REGISTERED NURSE HEALTH ADVOCATES

Talk with a nurse, at no extra cost to you, who can answer questions about your health concerns and help you get the care you need through this special service from your BCBSIL plan.

Call the number on the back of your ID card to speak with Health Advocates, dietitians, and social workers to help you and your covered family members with topics like:

- Cancer
- Caregiver Support
- Diabetes
- Emotional & Mental Health
- End-of-Life Planning
- Gender Identity Support
- Medical Equipment
- Nutrition

## WOMEN'S AND FAMILY HEALTH

Wherever you are in your journey, BCBSIL is here to support you at no extra cost. Ovia Health™ apps are for tracking your cycle, pregnancy, parenting, and menopause support. Apps are available in English and Spanish and provide videos, tips, coaching and more. You can also explore self-guided, online pregnancy courses to learn about healthy foods, body changes and labor. If your pregnancy is high-risk, BCBSIL will provide support from maternity specialists to help you care for yourself and your baby.

Download any of the Ovia Health apps. During sign-up, make sure to choose "I have Ovia Health as a benefit." Then select BCBSIL as your health plan and enter your employer name (optional).

## WELL ON TARGET

Well onTarget® can give you the support you need to make healthy choices. Login to the member portal, available at [wellontarget.com](https://wellontarget.com) or access via your BAM account. You will find a suite of inviting programs and tools such as a health assessment, which will help tailor available programs to help you meet your goals, self-management programs on topics like nutrition, fitness, losing weight, quitting smoking and managing stress. You can also receive wellness coaching, participate in online wellness challenges, access tools and trackers, and more.

Join the **Fitness Program** for easy, fun and affordable fitness. Get unlimited access to a nationwide network of more than 10,000 fitness locations. Choose from month-to-month, flexible plans with various cost options and receive complementary alternative medicine discounts.

Call 888-762-2583 Monday through Friday, between 7 a.m. and 7 p.m. CT to join the Fitness Program.



## VIRTUAL VISITS

For cost-effective, 24/7 non-emergency care, use Virtual Visits from MDLIVE® with a board-certified doctor or therapist by phone, online video, or mobile app from almost anywhere. Average wait time is less than 20 minutes and doctors can send e-prescriptions to your local pharmacy.

Use the Virtual Visit benefit for the treatment of more than 80 non-emergent health conditions, including: allergies, cold/flu, fever, headaches, nausea, and sinus infections.

Virtual Visit sessions are also available by appointment with licensed behavioral health therapists for: depression, eating disorders, ADHD, substance use disorders, trauma and PTSD, and autism spectrum disorder.

Effective January 1, 2025, activate your Virtual Visit account:

- Call 888-676-4204
  - Go to [MDLIVE.com/bcbsil](https://MDLIVE.com/bcbsil)
  - Text BCBSIL to 635-483
  - Download the BCBSIL app\*
- \*First time users must register at [MDLIVE.com/bcbsil](https://MDLIVE.com/bcbsil)

Costs associated with your visit will depend on the plan you choose and the type of visit (medical or behavioral health). Please refer to the coverage summary in your Benefit Guide for specific Virtual Visit coverage for your plan.

## VETERAN SPECIALTY PROGRAM

You were there for us, now we are here for you. The Veteran Specialty Program is staffed by Health Advocates (some of them veterans as well) with increased expertise about medical and mental health challenges veterans face and a detailed knowledge of U.S. Veteran Affairs (VA) benefits and your BCBSIL health plan benefits.

Veteran Specialty Health Advocates can help: coordinate care between BCBSIL benefits and your VA benefits, identify veteran benefits you might be eligible for, assist you with navigating through challenges with the VA benefit system, educate you regarding veteran-specific support groups and resources, and support your family members to ensure their needs are met.

