State Employee Health Plan

2021

of Tennessee

MISSION-DRIVEN 75 YEARS SERVING TENNESSEE

2021 Updates

BLUECROSS BLUESHIELD OF TENNESSEE WILL AGAIN BE A CHOICE FOR MEDICAL COVERAGE IN 2021!

- Network S within the State of TN will continue as the network of providers
- BlueCard PPO will continue to be the network for those needing care outside of Tennessee
- Continue access to member discounts through our Blue365 and Fitness Your Way
- FREE Identity Protection is still available for those that opt-in
- Diabetes Prevention Program
- Click to Chat
- Add member id to Apple wallet to provider pay option

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Who We Are

Not-for-profit leading health plan providing peace of mind through better health

6.5K

Employees focused on improving the health of those we serve for over 70 years

Part of a national association of 36 Blue plans

100+

Million members

1 in 3 Americans carries a BlueCross ID card

376 of the Fortune 500 companies trust Blue

J.D. Powers Award
For member services

Comprehensive Provider Network

Providing seamless access to care

BlueCard PPO

Global Core®

- Over 5,400 hospitals and 1.5 million providers in the US
- 1,100 hospitals and 7,000 providers in 178 countries

- Blue Distinction® - A national designation program that recognizes quality, cost-efficient specialty care facilities, as well as value-based patient-centered solutions
  - Specialty Care – Hospitals recognized for their expertise and efficiency in delivering specialty care, such as, Bariatric Surgery, Cardiac Care, Cancer Care, Knee & Hip Replacements, Maternity Care, Spine Surgery and Transplants.

Network S in Tennessee

Primary hospitals by region

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Comprehensive Provider Network

Providing seamless access to care

THE CHOICE IS YOURS!

WHEN SEEKING CARE IN TN, IN & OUT OF THE UNITED STATES AND FOR SPECIALIZED CARE.

- We encourage you to always verify your provider is part of our network S when you are seeking services within TN & that the provider participates with their local BCBS plan outside of TN
- **Network is the BlueCard PPO (outside TN) FOR OUT OF TN PROVIDERS**
- Search online for the most recent listing of providers @ http://www.bcbst.com/members/TN_state/findadoc
- Call member services @1-800-558-6213 and ask one of our member service representatives
- Contact our member services via Click to Chat feature

http://www.bcbst.com/members/TN_state/

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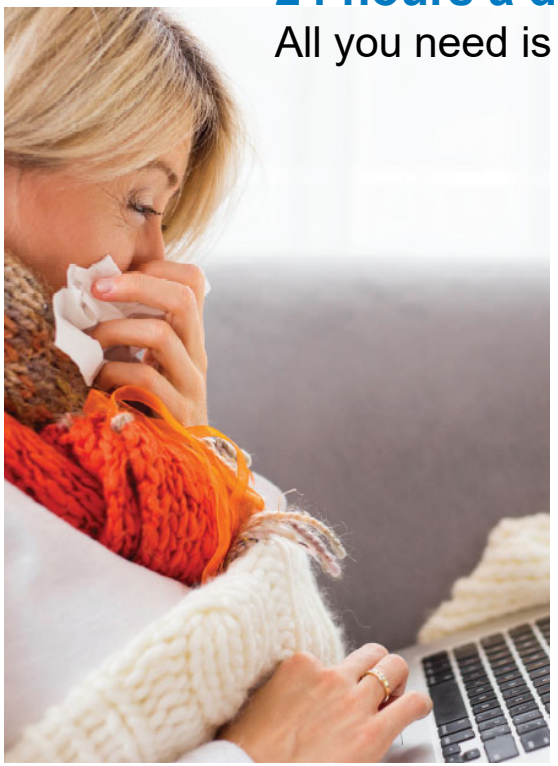
VALUE ADDS
FOR YOU & YOUR FAMILY

PhysicianNow℠

Convenient, cost-effective alternative to the emergency room, urgent care facility or in-office doctor's appointment for most non-emergency conditions

24 hours a day, seven days a week…

All you need is a telephone, smartphone, tablet or computer.



What Common Conditions can Telehealth Doctors Treat?

- Allergies
- Asthma
- Bronchitis
- Cold & flu
- Ear aches
- Fever
- Infections
- Sinus infections
- Respiratory infections
- Skin infections
- Sore throat
- Sports injuries
- Urinary tract infections

Common Pediatric Conditions Include:**

- Cold & flu
- Constipation
- Ear aches
- Fever
- Nausea & vomiting
- Pinkeye

How Do I Use PhysicianNow?

Registering for PhysicianNow is simple. Be sure to have the primary subscriber's birthday and Social Security Number handy.

Activate your account

Go to BlueAccess℠ and click Talk with A Doctor Now. You will need the primary member's BlueCross BlueShield of Tennessee Member ID and date of birth. Or, you can call 1-888-283-6691.

Download the PhysicianNow app at the App Store or Google Play.

No member cost share during the National Pandemic.

Identity Protection

In addition to protecting your health, we want to help you protect your personal information

BlueCross has partnered with Experian, one of the world's leading financial services companies, to provide the following identity protection services as a part of our medical plans at **no additional cost** to you:

- **ProtectMyID**
  - For adults 18+, one person per policy
  - Credit Monitoring
  - Identity Theft Insurance
  - Fraud Resolution Services
- **FamilySecure**
  - Once single policy for every child under 18 in the household
  - Credit Monitoring, Insurance, and Resolution Services

To enroll:

- Log in to your BlueAccess℠ account at **bcbst.com**.
- Look for the Benefits & Coverage section on your Homepage
- Click on the ID Protection link.

You'll be taken to a secure site to enroll in the services. You may also enroll by calling Experian at 1-866-926-9803. Reference engagement # **PC101139** for ProtectMyID or engagement # **PC101140** for FamilySecure.

Please visit **bcbst.com/IDProtection** for additional details.

REMEMBER!!!!!

Eligible members must opt-in to receive services.

Other discount programs

Blue365® Member Discounts

- Blue365, or member discount program, offers national and local discounts on products and services that can help keep our members healthy. This program is included in the plan and doesn't cost anything extra.
- As a member of Blue365, members can opt in to receive emails alerting them to weekly deals.
- Some discounts available through Blue365 include:
  - Membership in a wide network of gyms
  - Fitness gear
  - Healthy eating options
  - National nutrition programs
  - Vision products and services
  - Personal care and more

Log in to BlueAccess℠, under Managing Your Health, then Member Discounts & Fitness Your Way for more information

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FitnessYourWay

Fitness that fits your budget

SUPPORT FOR A HEALTHIER LIFESTYLE

The program's benefits include:

No long-term contracts- Just a three-month commitment

Low monthly payments- Only $29 per month

A nationwide network- More than 9,500 gyms and fitness centers nationwide

No waiting- You can start working out the day you join

Low enrollment fee- $29 one-time initial enrollment fee

Log in to BlueAccess℠, under Managing Your Health, then Member Discounts & Fitness Your Way for more information

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Diabetes Prevention Program

Better Health Starts Here

- Sign up through BlueAccess
  - Visit bcbst.com/member and log in
  - Click on **Managing Your Health**
  - Select **Diabetes Prevention Program**
    - Logic behind the scenes evaluates enrollment status
    - Hyperlink on State of TN landing page opens Livongo webpage.ed in Retrofit

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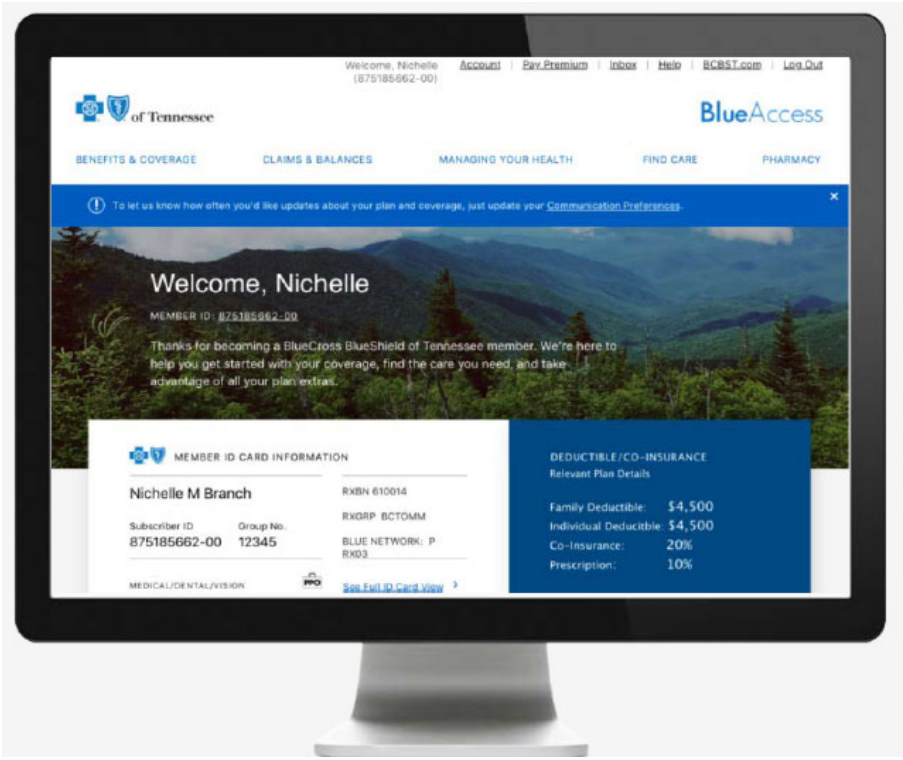
MEMBER TOOLS

BlueAccess Member Portal

Secure access to your personal health information

Get details online

bcbst.com/members/TN_state

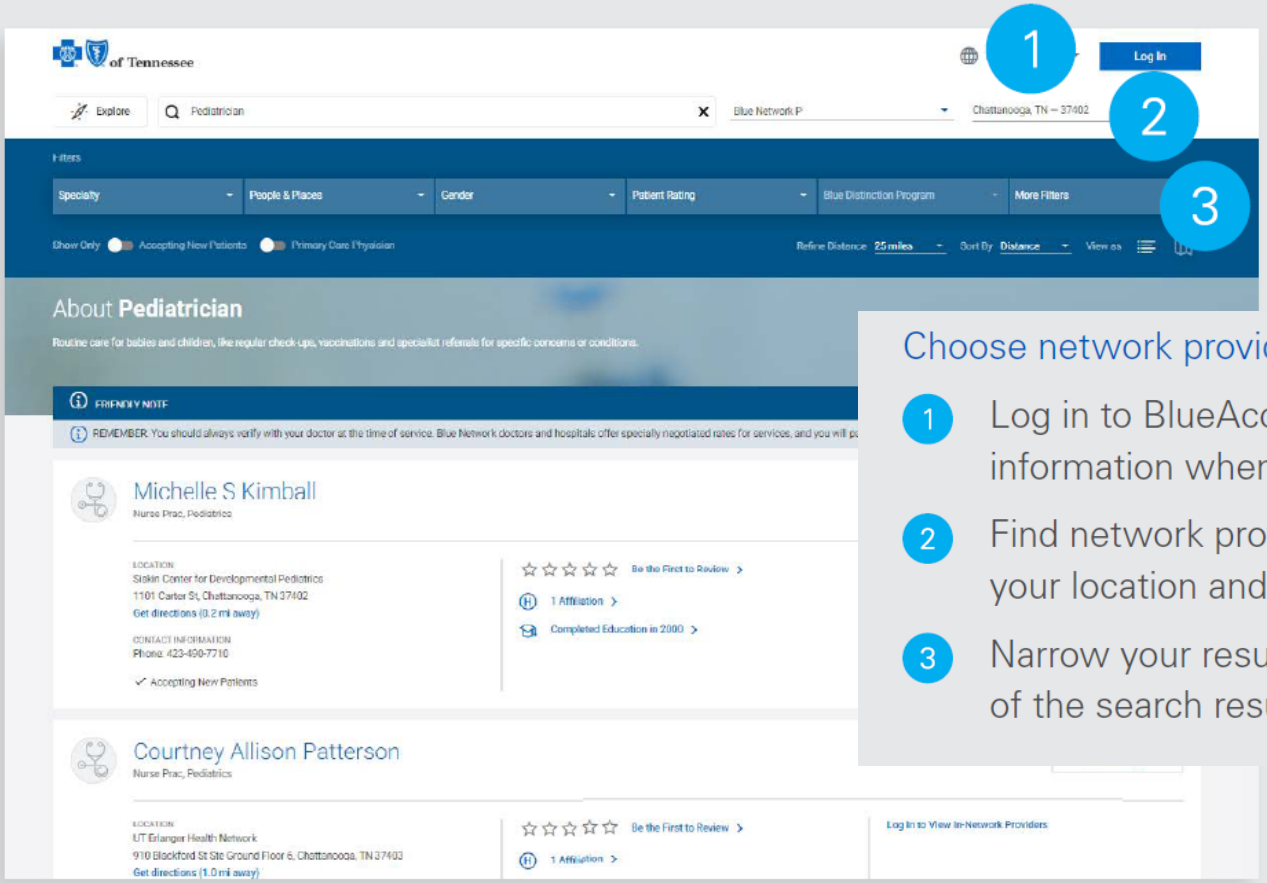


- Find a Doctor
- Benefits & Coverage
- Claim Information
- Account Balances
- Pay Providers (New in 2020)
- Cost & Quality Tools
- Member Discounts
- Alerts & Reminders
- Click to Chat

Find-A-Doctor tool

Finding a Doctor in Your Network is as Easy as 1-2-3

GO TO BCBST.COM/FINDADOCTOR



Choose network providers in three quick steps.

1. Log in to BlueAccess℠ to include your network information when you begin your search.
2. Find network providers in your area by choosing your location and network.
3. Narrow your results by using the filter on the top of the search results page.

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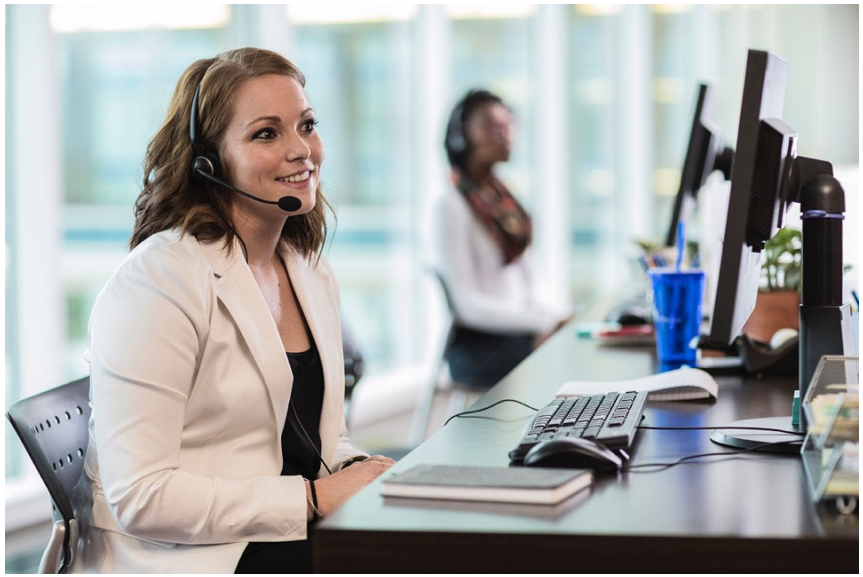
Chat with Us

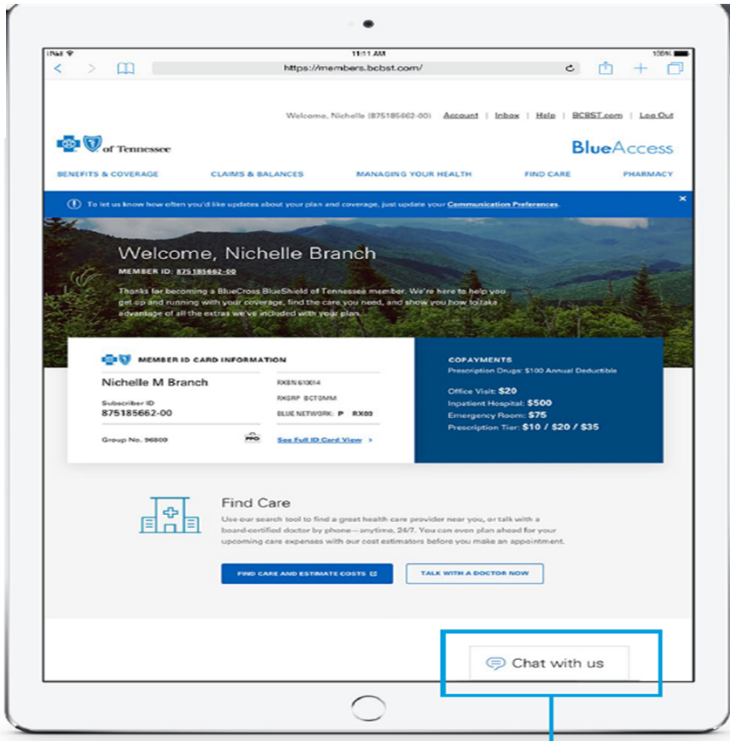
Another way to reach Member Services



We know you're busy, so we're making it even easier to talk with us.

Introducing a NEW online chat feature! Connect with us from your computer, tablet or smartphone to ask us any questions you have about your health plan.

Sign in to BlueAccess℠ on bcbst.com and click the icon to start a conversation.



MyBlue TN℠ mobile app

Power in the Palm of Your Hand

ID Card

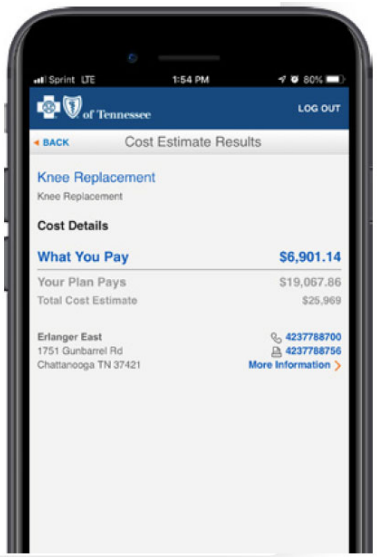
Your digital ID card is now front and center—you can show it to your provider any time you get care.

Member ID card now integrated with Apple Wallet

HealthCare Cost Estimator Tool

And we've made it easier than ever to decide where to go for care with a new HealthCare Cost Estimator tool. You'll even see how much care costs, and how these costs vary from one provider to another.

Just tap Find Care and then search by procedure. You'll now see providers who offer this care, including telemedicine providers, sorted by cost.



myBlue TENNESSEE

Available on the App Store

GET IT ON Google play

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Questions?

THANK YOU