

2022 HEALTH AND WELLBEING RESOURCE GUIDE

# GET MORE FOR YOUR HEALTH

# **BETTER HEALTH IS WITHIN YOUR REACH**



From lowering stress and managing weight to finding the right care or comparing treatment options, this is the place to start.

# Decision tools

Making decisions about your health is rarely easy, but these resources can help you feel more confident when faced with a choice. Research treatments and compare costs to help you understand your options and make an informed choice about your care.

## Care cost estimator

Research and compare costs for common procedures and non-emergency services on the Blue Cross MN mobile app or online.

[bluecrossmnonline.com](https://bluecrossmnonline.com)

## Find a Doctor tool

Search and compare doctors and hospitals online based on quality and cost. This includes providers recognized by our National Center of Excellence program, Blue Distinction®.

[bluecrossmnonline.com](https://bluecrossmnonline.com)

## Pharmacy options

See if your prescription is covered or find a pharmacy in your network with this online search tool.

[bluecrossmnonline.com](https://bluecrossmnonline.com)

Running every day or simply running to pick up the kids? Everyone can find new ways to improve their health.

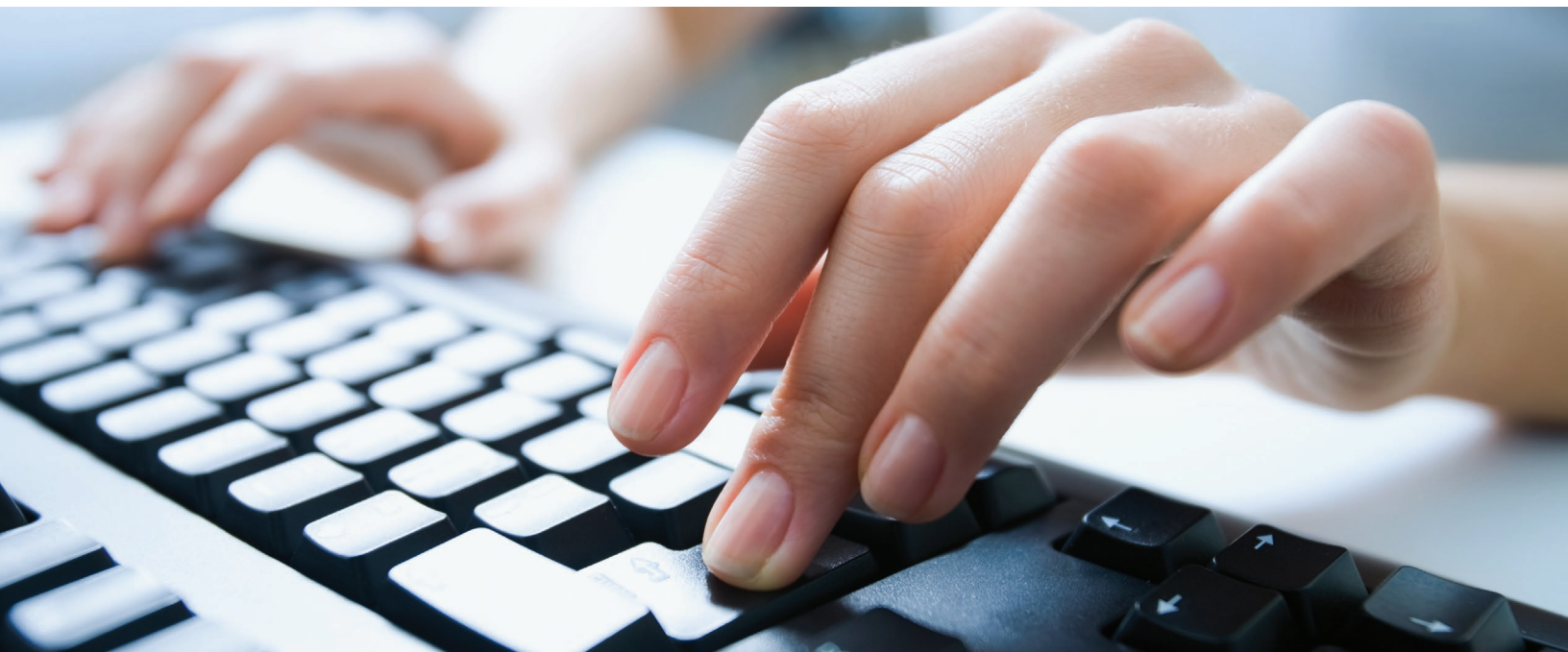
## Cost comparison incentive

Get paid cash rewards when you shop for high-value care with SmartShopper®.

[1-866-285-7452](tel:1-866-285-7452) or [bcbsmn.smartshopper.com](https://bcbsmn.smartshopper.com)

Each health care provider is an independent contractor and is not our agent.

SmartShopper® is a digital engagement and shopping platform provided by Sapphire Digital, an independent company. Payment for this offer is made exclusively by Sapphire Digital.





# Care options

From online care through your mobile device to talking through a concern, these solutions help you get the right care at the right time.

## Blue Distinction® Centers (BDC)

These primary and specialty providers have earned national recognition for delivering safe, effective care. To find a BDC provider in your network, use the Find a Doctor tool and look for the BDC designation.

[bluecrossmnonline.com](https://bluecrossmnonline.com)

## Online care

See a doctor right on your smartphone, tablet or computer with Doctor On Demand®. Board-certified doctors, psychiatrists and psychologists treat many common conditions.

[doctorondemand.com/bluecrossmn](https://doctorondemand.com/bluecrossmn)

## Online behavioral health therapy

Concerned about substance use, stress, insomnia, depression or social anxiety? Learn to Live is an online program that's available anytime to help you work through it.

[learntolive.com/partners](https://learntolive.com/partners) and use code **Blue1**.

Need support while expecting a bundle of joy — or dealing with an unexpected diagnosis?



Blue Distinction Centers met overall quality measures for patient safety and outcomes, developed with input from the medical community. Individual outcomes may vary. National criteria is displayed on [bcbs.com](https://bcbs.com). Neither Blue Cross and Blue Shield Association nor any Blue plans are responsible for damages, losses, or non-covered charges resulting from Blue Distinction or other provider finder information or care received from Blue Distinction or other providers. Designation as Blue Distinction Centers means these facilities' overall experience and aggregate data met objective criteria established in collaboration with expert clinicians' and leading professional organizations' recommendations.

Doctor On Demand® is an independent company providing telehealth services.

Learn to Live, Inc. is an independent company offering online tools and programs for behavioral health support. Learn to Live is an educational program and should not be considered medical treatment.

# Support resources

Whether you're trying to manage stress, your weight or a chronic condition, these options can give you the support you need.

## VIRTUAL SUPPORT

Tools and resources that get you a few steps closer to your health goals.

### Online health and wellbeing platform

Manage all your health in one place with help from Sharecare. Sharecare provides tools, insights and information on how to improve your health and live your healthiest life.

[bluecrossmn.sharecare.com](https://bluecrossmn.sharecare.com)

## PERSONALIZED SUPPORT

When you need a little extra help managing a condition.

### Health management

Get help accomplishing your wellness goals or managing a health condition from an experienced case manager. Discover community resources as well as information that can help you succeed.

**1-800-961-4758**

### Maternity management

Pregnant? Have a healthier pregnancy with support and guidance from a maternity health coach.

**1-866-489-6948**

### Quitting tobacco and vaping

Personalized guidance for developing a quit plan and ongoing support from a wellness coach.

**1-888-662-BLUE (2583); TTY 711**

### Diabetes and heart disease prevention

Take steps toward keeping diabetes and heart disease at bay with Omada®. You'll get access to tools, education, health coaching and online peer groups.

[omadahealth.com/bcbsmn1](https://omadahealth.com/bcbsmn1)

Think you could breathe a little easier if you could lighten your load — or quit lighting up?

Sharecare is an independent company providing a health and wellness engagement platform. Offerings subject to change.

The Omada program is from Omada Health, Inc., an independent company providing a digital intensive behavioral counseling program.

## REWARDS AND DISCOUNTS

Do more to support your health and get a little support for your wallet.

### **Fitness incentive**

Earn an incentive each month for meeting the minimum physical activity requirement.

[bluecrossmn.sharecare.com](https://bluecrossmn.sharecare.com)

### **Wellness discount marketplace**

Shop products and services that complement your health and get discounts from Blue365®.

[blue365deals.com/bcbsmn](https://blue365deals.com/bcbsmn) or log in to your member website.

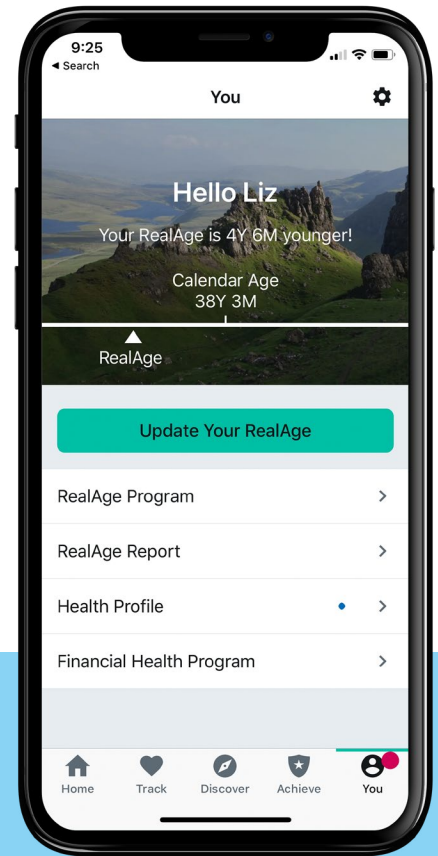


# Who says you can't turn back time?

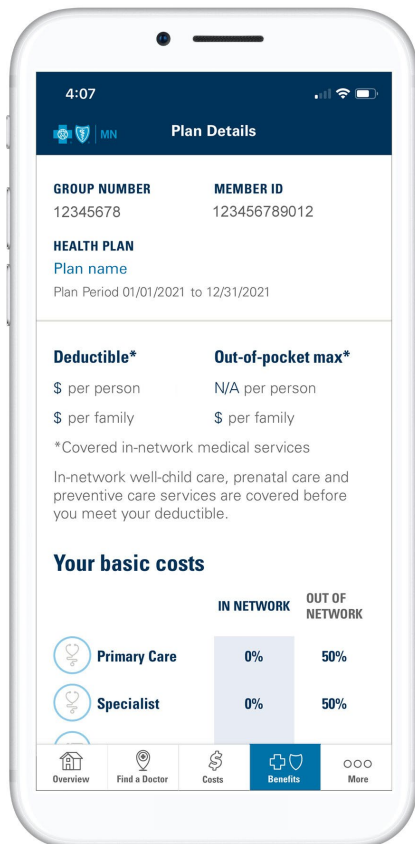
With Sharecare, you can.

See how old your body thinks it is by taking the RealAge® test. Then get actionable health tips to help you lower it along with tools to keep you on track.

Take your first step to growing younger. Get started at [bluecrossmn.sharecare.com](https://bluecrossmn.sharecare.com).



RealAge® is a registered mark of Sharecare, an independent company providing a health and wellness engagement platform. Offerings subject to change.



## Go mobile with Blue Cross

Get convenient, on-the-go access to your health plan with the Blue Cross mobile app. You'll get an overview of important plan information, as well as:

- Deductible and out-of-pocket spending totals
- A digital member ID card that you can share easily with health care providers
- Search capabilities for in-network doctors and care near you
- Medical spending account balances
- Claim status tracking

### DOWNLOAD THE APP TODAY

Search for **"BlueCrossMN Mobile"** in your app store.



**NOTICE OF NONDISCRIMINATION PRACTICES**  
***Effective July 18, 2016***

Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or gender. Blue Cross does not exclude people or treat them differently because of race, color, national origin, age, disability, or gender.

Blue Cross provides resources to access information in alternative formats and languages:

- Auxiliary aids and services, such as qualified interpreters and written information available in other formats, are available free of charge to people with disabilities to assist in communicating with us.
- Language services, such as qualified interpreters and information written in other languages, are available free of charge to people whose primary language is not English.

If you need these services, contact us at 1-800-382-2000 or by using the telephone number on the back of your member identification card. TTY users call 711.

If you believe that Blue Cross has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or gender, you can file a grievance with the Nondiscrimination Civil Rights Coordinator

- by email at: [Civil.Rights.Coord@bluecrossmn.com](mailto:Civil.Rights.Coord@bluecrossmn.com)
- by mail at: Nondiscrimination Civil Rights Coordinator  
Blue Cross and Blue Shield of Minnesota and Blue Plus  
M495  
PO Box 64560  
Eagan, MN 55164-0560
- or by phone at: 1-800-509-5312

Grievance forms are available by contacting us at the contacts listed above, by calling 1-800-382-2000 or by using the telephone number on the back of your member identification card. TTY users call 711. If you need help filing a grievance, assistance is available by contacting us at the numbers listed above.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights

- electronically through the Office for Civil Rights Complaint Portal, available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- by phone at:  
1-800-368-1019 or 1-800-537-7697 (TDD)
- or by mail at:  
U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F  
HHH Building  
Washington, DC 20201

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



This information is available in other languages. Free language assistance services are available by calling the toll free number below. For TTY, call 711.

Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al 1-855-903-2583. Para TTY, llame al 711.

Yog tias koj hais lus Hmoob, muaj kev pab txhais lus pub dawb rau koj. Hu rau 1-800-793-6931. Rau TTY, hu rau 711.

Haddii aad ku hadasho Soomaali, adigu waxaad heli kartaa caawimo luqad lacag la'aan ah. Wac 1-866-251-6736. Markay tahay dad maqalku ku adag yahay (TTY), wac 711.

နမူကတိကညီကိုးခိုး, တကယ့်နမူကိုးတမ္ဘာကလိတဖန်နဲ့လိ. ကိ: 1-866-251-6744 လာ TTY  
အဂီ, ကိ: 711 တက့.

إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية المجانية. اتصل بالرقم 1-866-569-9123. للهاتف النصي  
اتصل بالرقم 711.

Nếu quý vị nói Tiếng Việt, có sẵn các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Gọi số 1-855-315-4015. Người dùng TTY xin gọi 711.

Afaan Oromoo dubbattu yoo ta'e, tajaajila gargaarsa afaan hiikuu kaffaltii malee. Argachuuf 1-855-315-4016 bilbilaa. TTY dhaaf, 711 bilbilaa.

如果您說中文，我們可以為您提供免費的語言協助服務。請撥打 1-855-315-4017。聽語障專 (TTY)，請撥打 711。

Если Вы говорите по-русски, Вы можете воспользоваться бесплатными услугами переводчика. Звоните 1-855-315-4028. Для использования телефонного аппарата с текстовым выходом звоните 711.

Si vous parlez français, des services d'assistance linguistique sont disponibles gratuitement. Appelez le +1-855-315-4029. Pour les personnes malentendantes, appelez le 711.

አማርኛ የሚናገሩ ከሆኑ፣ ነጻ የቋንቋ አገልግሎት እርዳ አለሎት። በ 1-855-315-4030 ይደውሉ ለ TTY በ 711።

한국어를 사용하시는 경우, 무료 언어 지원 서비스가 제공됩니다. 1-855-904-2583 으로 전화하십시오. TTY 사용자는 711 로 전화하십시오.

ຖ້າເຈົ້າເວົ້າພາສາລາວໄດ້, ມີການບໍລິການຊ່ວຍເຫຼືອພາສາໃຫ້ເຈົ້າຟຣີ. ໃຫ້ໂທຫາ 1-866-356-2423 ສໍາລັບ. TTY, ໃຫ້ໂທຫາ 711.

Kung nagsasalita kayo ng Tagalog, mayroon kayong magagamit na libreng tulong na mga serbisyo sa wika. Tumawag sa 1-866-537-7720. Para sa TTY, tumawag sa 711.

Wenn Sie Deutsch sprechen, steht Ihnen fremdsprachliche Unterstützung zur Verfügung. Wählen Sie 1-866-289-7402. Für TTY wählen Sie 711.

ប្រសិនបើអ្នកនិយាយភាសាខ្មែរមិន អ្នកអាចរកបានសេវាជំនួយភាសាឥតគិតថ្លៃ។ ទូរស័ព្ទមកលេខ 1-855-906-2583 ។ សម្រាប់ TTY សូមទូរស័ព្ទមកលេខ 711 ។

Diné k'ehjí yáníłt'i'go saad bee yát'i' éí t'áájíík'e bee níká'a'doowołgo éí ná'ahoot'i'. Kojí éí béésh bee hodííłnih 1-855-902-2583. TTY biniiyégo éí 711 jì' béésh bee hodííłnih.

# Better together

