PEACE OF MIND
THROUGH BETTER HEALTH
Who We Are
Not-for-profit leading health plan providing fellow Tennesseans with peace of mind through better health

5.9K
Employees focused on improving the health of those we serve for over 70 years

100+
Million members

Part of a national association of 36 Blue plans

1 in 3 Americans carries a BlueCross ID card

376 of the Fortune 500 companies trust Blue

Partners with the State of TN for almost 40 years
Our Mission
Peace of mind through better health

WE VALUE

CUSTOMERS
EXCEPTIONAL SERVICE

EMPLOYEES
INNOVATION & AGILITY

BUSINESS PARTNERS
COLLABORATION

INTEGRITY & TRUST ALWAYS
COMPREHENSIVE PROVIDER NETWORK
Comprehensive Provider Network
Providing seamless access to care

5,400 hospitals and 1.5 million providers in the U.S.

1,100 hospitals and 7,000 providers in 178 countries
Network S in Tennessee
Delivers health insurance coverage to the State Plan members with access to providers and hospitals within the state of Tennessee.

36,000 of physicians are in-network

118 of hospitals are in-network

185,000 State Public Sector Plan members

http://www.bcbst.com/members/TN_state/
Blue Distinction®
A national designation program that recognizes quality, cost-efficient specialty care facilities, as well as value-based patient-centered solutions.
Blue Distinction®
Gives more Blues members access to patient-centered, value-based programs across the country

**Improves Healthcare Quality and Safety**
- Targets complex and highly variable procedures/diagnoses
- Evaluates hospitals using nationally consistent criteria correlated with better patient outcomes

**Supports Consumer Decision-Making**
- Members are becoming more self-directed and will be better informed
- Member who engage in Case Management and use the BDC Facilities will reduce their own healthcare cost

**Meets Needs to Lower the Cost of Care**
- Lower Healthcare Associated Infection Rates compared to Non-BDC Facilities
- Lower Readmission rates compared to Non-BDC Facilities

**Offers Transparent Nationwide Network**
- BlueCard Network is available to all State Plan members
- Blue Distinction Specialty Network is an additional Network to all State Plan members

For more information about Blue Distinction Centers and Blue Distinction Centers+, visit www.BCBS.com/bluedistinction.
Blue Distinction®
Specialty care difference

2 Recognitions

Blue Distinction Center
Healthcare facilities recognized for their expertise in delivering specialty care

Blue Distinction Center+
Healthcare facilities recognized for their expertise and efficiency in delivering specialty care

7 Areas of Care

Bariatric Surgery
Cardiac Care
Complex and Rare Cancers*
Knee and Hip Replacement
Maternity Care
Spine Surgery
Transplants

*Blue Distinction Center designation only
Comprehensive Provider Network
Providing seamless access to care

BLUECARD PPO

Your health care benefits go where you go
But what happens if you travel out of the state? That’s where the BlueCard PPO program comes in. BlueCard PPO lets you see providers across the country.

GLOBAL CORE
(Formally known as Bluecard Worldwide)

Healthcare coverage when you are traveling or living abroad
As a Blue Cross and Blue Shield member, you take your healthcare benefits with you when you are abroad. Through the Global Core® Program, you have access to doctors and hospitals around the world.
• Call the Global Core Service Center at 1.800.810.2583
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 when you are seeking services within TN & that the provider participates with their local BCBS plan outside of TN.
• 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

http://www.bcbst.com/members/TN_state/
VALUE ADDS
FOR YOU & YOUR FAMILY
Telehealth
The future of health care is here
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.

Use PhysicianNow for:
- Allergies
- Cold and flu
- Fever
- Sinus infections
- Respiratory issues
- Skin conditions (rashes or insect bites)
- Sore throat
- Urinary tract infections

Common Pediatric Conditions Include:**
- Cold and flu
- Constipation
- Ear aches
- Diarrhea
- Nausea and vomiting
- Pinkeye

Our doctors can diagnose your symptoms and if a prescription is needed, send it to your pharmacy.***
PhysicianNow℠

Register 1 of 3 ways

Visit bcbst.com/blueaccess and select the My Health and Wellness tab. Click on the PhysicianNow tile.

OR

Call 1-888-283-6691.

OR

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

HIGHLIGHTS:

- 97% patient satisfaction rating across its book of business
- 90% of patients issues are resolved
- The average call-back time is 9 minutes
- 93% of patients say they would use the service again
- 93% of patients say they would recommend this service to family and friends
- Using telehealth services saves an average of $140 per visit

* Some state exclusions apply.

** Children 36 months and under with a fever will be automatically referred to their regular primary care pediatrician.

Source: MDLIVE Book of Business Reports of Tennessee
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 Tools & Information 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.

Eligible members must opt-in to receive services.
Peace of mind through better health
Our individualized scorecard encourages members to be proactive in their health care

- The scorecard targets members with at least 1 gap in care
- Includes health indicators based on preventive compliance status and health tips driven by age, gender and disease condition
- Prompts member to take action towards preventive health (with a red, yellow or green status)
- Directs member to credible source for more information
Blue365® Member Discounts- (previously BluePerks)

- 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
FitnessBlue
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 9,000 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

Join FitnessBlue Today
Becoming a FitnessBlue member is as easy as picking up your phone.

1. Visit bcbst.com and click on Health & Wellness/Getting Fit/Fitness That Fits Your Budget to enroll and find participating gyms near you.

2. Call 1-855-515-1332 to enroll in FitnessBlue.
MEMBER TOOLS
BlueAccess Member Portal
Secure access to your personal health information

- Find a Doctor
- Benefits & Coverage
- Claim Information
- Account Balances
- Cost & Quality Tools
- Member Discounts
- Alerts & Reminders
BlueAccess Member Portal

Efficiently keeps records, track claims & view balances online

- View status of your claims
- Search claims by date range and member(s). Details are available for each claim
- Most recent account information from homepage
- Full details 1 click away
BlueAccess Member Portal
Get the most from your plan – benefits & coverage details

- See Who’s Covered
- See What You’ll Pay for In/Out-of-Network deductibles and Out-of-Pocket maximums
- Find out what’s covered for office visits, preventative care, emergency services, etc.

http://www.bcbst.com/members/TN_state/
Find-A-Doctor tool

Quickly locate doctors & hospitals; Find urgent care & convenience care instead of ER

- Start @BCBST.com/find a doc
- Featuring a Google-like search functionality
- Know then go - it’s easier than ever to find providers in your network
- Easily customize & compare results
Find-A-Doctor tool

3 ways to check a provider’s network to assure members save money with Blue negotiated in-network rates

1. Login to BlueAccess so your network information is included when you begin your search
2. Enter your location of where you need to find a provider.
3. Enter the name or type of provider you need.

Your results are displayed and you can refine your results by comparing side by side OR by different categories.
Find-A-Doctor tool
Customize results & compare providers for better matches

- Narrow results by location & network or customize filters
- See doctor’s office locations using “Map View”

- Select up to three providers to compare side-by-side
- See profiles, plans accepted and hospital affiliations
Healthcare cost estimator
Helping members take control of their health care budget

- Side-by-side comparison of profiles, cost and quality
- Procedure cost estimates on member’s choices, plan details and latest balances
- Detailed breakdown and comparison of total procedure cost, member’s cost and insurer’s cost
- Detailed breakdown of procedure costs, by deductible, coinsurance and out-of-pocket expenses
Quality counts

Check out clinical quality scores, recognitions and see reviews from other patients to assure care is best-in-class

• View quality scores and reviews from others in the **Find a Doctor Tool**. Authenticated members can leave reviews for their own doctors

• The **Hospital Quality Tool** allows members to compare the quality of care for hospitals by matching the size and location and procedure
MyBlue TN℠ mobile app

Advanced tools at your fingertips

- On-screen member ID card and member plan information
- Ability to find doctors and urgent care facilities
- Streamlined access to claims, benefits, coverage details and balances
- Access to BluePerks discounts, plus reminders on new discounts and updates
Questions?
THANK YOU