

Wellbeing Benefits

**Confidence in knowing there  
is a whole team behind you**

# Make the most of your health plan today!

At Excellus BlueCross BlueShield, we have a number of programs and services to help with your health goals and needs.

## Top resources to know and apps to download



### Excellus BlueCross BlueShield website and mobile app

Get instant access to a variety of tools and resources to make living healthy a little easier.

- View and order member card(s)
- Check coverage and estimate treatment costs
- Find a doctor, urgent care, or hospital
- View and download claims
- Manage your medications, sign up for home delivery, and check drug prices
- Track deductibles and out-of-pocket spending for high deductible plans

Member.ExcellusBCBS.com



### Connect with a Care Manager using the Wellframe® mobile app

The Wellframe mobile app puts health care experts and support at your fingertips.

Get answers to questions. Stay on track with your health goals.

Our Excellus BCBS team of care managers will be there to help along the way.

Log in to your member account to get started:

[ExcellusBCBS.com/Wellframe](https://Member.ExcellusBCBS.com/Wellframe)

Use the access code: [excelluswelcome](#)



### On-demand acute care using Telemedicine

When your doctor isn't available, we have partnered with MDLIVE.®

Get 24/7 non-emergency medical care by phone or video chat.

Access U.S. board-certified doctors at home or on the go.

It is cost-effective. Save a trip to the emergency room or urgent care.

Copay or deductible may apply.

[ExcellusBCBS.com/Telemedicine](https://Member.ExcellusBCBS.com/Telemedicine)

Call 1-866-692-5045 (TTY 711)



### On-demand behavioral health care with MDLIVE®

Everyone needs a little support.

Through our partnership with MDLIVE, you have 24/7 access to non-urgent behavioral health care by phone or video.

Get the care you need when you need it. Make appointments when they are best for you – early morning, evenings or even weekends.

It is easy to schedule a consultation by phone, tablet, or computer.

Highly trained psychiatrists, psychologists, and social workers can help with a wide range of conditions like addiction, depression, life changes, stress, or trauma.

Copay or deductible may apply.

[ExcellusBCBS.com/Telemedicine](https://Member.ExcellusBCBS.com/Telemedicine)

Call 1-866-692-5045 (TTY 711)



### ThriveWell™ powered by Personify Health

Wellbeing for all, all in one place.

Introducing ThriveWell, a digital home base for your health and wellbeing. Our partnership with Personify Health gives you the tools and support you need to make small, everyday changes to your wellbeing that are focused on the areas you want to improve the most.

You can complete a health risk assessment, build healthy habits, have fun with friends and experience the lifelong rewards of better health and wellbeing.

Subscribers and spouses can earn up to \$400 in rewards each benefit year through ThriveWell.

Log in to your member account at

[Member.ExcellusBCBS.com](https://Member.ExcellusBCBS.com)

and look for "ThriveWell" under the Health and Wellness tab.



### Introducing Vori Health

Virtual physical therapy for back, neck and joint pain.

Vori Health is a nationwide specialty medical practice that helps you get back to your life faster. With Vori Health, you will have access to:

- Convenient video visits
- Medical evaluation and diagnosis
- Non-opioid pain medication and imaging if needed
- Personalized treatment including physical therapy and more
- Support to help manage pain, regain strength, and enjoy life

Log in to your member account at

[Member.ExcellusBCBS.com](https://Member.ExcellusBCBS.com)

and look for Vori Health under the Find a Doctor tab.

## Support for you and your family

### Preventive care

Preventive care can help you stay healthy and reduce health risks.

Your plan includes FREE preventive care for many screenings and immunizations when you visit an in-network provider:

- Annual routine check-up
- Well woman visit
- Well child visits
- Breast, cervical, and colon cancer screenings
- Heart health screenings – cholesterol and blood pressure
- Diabetes screenings
- Immunizations (flu, pneumonia, childhood and adult vaccines)
- Family planning & reproductive health services

Visit [ExcellusBCBS.com/PreventiveCare](https://Member.ExcellusBCBS.com/PreventiveCare) to learn more.

### Member Care Managers – care for your health

Our team of experienced health care and behavioral health specialists are here to help you get care and manage your health.

- Find help for depression and anxiety
- Support for:
  - expecting and new parents
  - healthy eating and nutrition
  - chronic conditions like diabetes
- Manage prescriptions
- Other health needs you may have

Call 1-877-222-1240 (TTY 711)

Email

[Case.Management@Excellus.com](mailto:Case.Management@Excellus.com)

8:00 a.m. - 5:00 p.m. EST

Monday - Friday

### Meet Welvie®

The decision whether or not to have surgery is a big one.

Excellus BCBS offers Welvie My Surgery<sup>SM</sup> to help you work with your doctor to decide on, prepare for, and recover from surgery.

Surgery is effective for many conditions, but it may not be the right choice for every person in every situation. There are many options to consider, from treatments to doctors to hospitals.

Welvie My Surgery guides you through the entire surgery decision-making process.

Welvie My Surgery is your easy-to-use, online guide.

Go to [Welvie.com](https://Member.ExcellusBCBS.com/Welvie)

and select the [Register](#) button.



### 24/7 Nurse call line

Decision-making support and education when you need it most.

Contact a nurse by phone anytime – 24 hours a day, seven days a week.

Get answers to general health, chronic or complex health condition questions.

They can help you with questions about diagnoses, medications, treatment options, and nutrition.

They can also help you find providers.

1-877-222-1240 (TTY 711)

### Advance care planning

Advance care planning is putting a plan in place for future medical care in case you are unable to make your own decisions.

Having these conversations and putting an advanced care plan in place can help you make sure your wishes are honored. You maintain control and can have more peace of mind.

For more information on Advance Care Planning, please visit

[ExcellusBCBS.com/Health-Wellness/Advance-Care](https://Member.ExcellusBCBS.com/Health-Wellness/Advance-Care)

### Estimate medical costs

Our online search tool lets you estimate medical costs to help you budget for expenses.

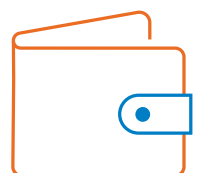
Log in to our website to estimate out-of-pocket medical costs based on your year-to-date spending and deductible.

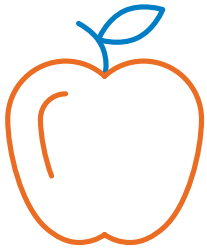
Find costs and filter results by cost, treatments provided, location, and more with over 1,600 treatment categories and 400+ procedures.

Log in to your member account:

[Member.ExcellusBCBS.com](https://Member.ExcellusBCBS.com)

and look for "Estimate Medical Costs" under the Find a Doctor tab.





## Health & Wellness

### Blue365®

#### Get discounts on health and fitness with Blue365®.

Whether it's travel advice or fitness gear, Blue365® gives members access to special savings on health-related products and services including Tivity Health's Fitness Your Way gym membership program.

[ExcellusBCBS.com/Blue365](https://ExcellusBCBS.com/Blue365)



### Help to quit smoking

The power to quit is in the palm of your hand.

Our free smoking cessation program – powered by the Wellframe® app – gives you access to self-guided program modules, videos, and articles you can take with you wherever you go.

And, you can also choose to have personal in-app text message support from our local care managers.

They can help you build a personal plan to quit based on your health goals:

- Reasons you are quitting
- Triggers for smoking
- Ways to fight cravings
- Help you stay motivated and accountable

Log in to your member account to get started:

[ExcellusBCBS.com/Wellframe](https://ExcellusBCBS.com/Wellframe)

Use the access code: **excelluswelcome** to engage with our Care Management Team for help along the way, or **excellusfree** for the self-guided program.

### Bright Beginnings program

#### Delivering added peace of mind during your pregnancy.

For all the excitement a new baby brings, it's also completely normal to feel uncertain or have questions during pregnancy. The Bright Beginnings program helps put you at ease by providing personal, one-on-one support to educate and guide you through your journey.

With the Bright Beginnings program, you're paired with a Care Manager who will be your single point of contact from start to finish.

Call **1-877-222-1240 (TTY 711)**

8:00 a.m. - 5:00 p.m. EST, Monday - Friday

### Research 6,000+ health topics at ExcellusBCBS.com

We offer a web-based tool that provides information on over 6,000 health topics supported by the most reliable, up-to-date medical research.

Log in to your member account at

[Member.ExcellusBCBS.com](https://Member.ExcellusBCBS.com) and look for "Research Health Topics" in the Health and Wellness section.



A nonprofit independent licensee of the Blue Cross Blue Shield Association.

Our Health Plan complies with federal civil rights laws.

We do not discriminate on the basis of race, color, origin, age, disability, or sex.

MDLIVE is an independent company, offering telehealth services in the Excellus BCBS service area.

Wellframe is an independent company that provides a health and wellness support mobile app to Excellus BCBS members.

Welvie is an independent company that provides a surgery decision program to Excellus BCBS members.

Atención: Si habla español, contamos con ayuda gratuita de idiomas disponible para usted.

Consulte el documento adjunto para ver las formas en que puede comunicarse con nosotros.

注意：如果您说中文，我们可为您提供免费的语言协助。请参见随附的文件以获取我们的联系方式。



## Everybody Benefits