

Confidence in knowing there is a whole team behind you



2026 wellbeing benefits

Small group

Excellus  

Make the most of your health plan **today!**

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



On-demand acute care with MDLIVE®

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.

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.

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

Get the care you need when you need it. Make appointments when they are best for you – any time of day. It is easy to schedule a consultation by phone, tablet, or computer.

New in 2026! Teledermatology* through MDLIVE

From suspicious spots and rashes to cold sores and fungal infections, MDLIVE board-certified dermatologists deliver reliable care for new or ongoing skin, hair, and nail conditions.

No appointment required and no long waits – get a diagnosis quickly, usually within 24 hours or less.

*Available when your health plan contract renews in 2026.

Copay or deductible may apply.

ExcellusBCBS.com/Telemedicine or call 1-866-692-5045 (TTY 711)



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

Use the access code: **excelluswelcome**



ThriveWellSM in partnership with Personify Health

Wellbeing for all, all in one place.

ThriveWell is 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.

To get started, visit

Join.PersonifyHealth.com/ThriveWell

or log in to your member account at

Member.ExcellusBCBS.com

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



Virtual physical therapy with Vori Health

For back, neck and joint pain.

Vori Health 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

and look for "Vori Health" under Virtual Care in the Find a Doctor tab.

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

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://www.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

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

Or download the Wellframe app!

Surgery decision help with Welvie®

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

Excellus BCBS offers Welvie My SurgerySM 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.

Go to **[Welvie.com](https://www.Welvie.com)** 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)

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.

Log in to your member account:

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

and look for "Bright Beginnings" under the Health & Wellness tab.

Or call **1-877-222-1240 (TTY 711)**

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

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://www.Member.ExcellusBCBS.com)

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





Health & wellness



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

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



Get to know Foodsmart through ThriveWell

Foodsmart is a digital nutrition platform with tools that make it easy to eat well!

Take the NutriQuiz to assess your eating habits and get personalized tips and recipes.

Search the recipe database, mark your favorites, and get a digital grocery list for the recipes you choose.

Find educational tips and resources from Foodsmart's experts to help you eat your best.

Log in to your **ThriveWell** account and look for "Foodsmart" under the Benefits tab.

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 several passport gym membership programs so you can choose the one that best fits your needs.

ExcellusBCBS.com/Blue365



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

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.

Vori Health is an independent company that offers virtual musculoskeletal (back, neck, and joint) health care and physical therapy services to Excellus BlueCross BlueShield members.

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Everybody Benefits