

2023 Blue Cross and Blue Shield Service Benefit Plan - FEP Blue Focus
Section 5(h). Wellness and Other Special Features
Page 103

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Health Tools

Stay connected to your health and get the answers you need when you need them by using Health Tools 24 hours a day, 365 days a year. Go to www.fepblue.org or call 888-258-3432 toll-free to check out these valuable easy-to-use services:

- Talk directly with a **Registered Nurse** any time of the day or night via phone, secure email, or live chat. Ask questions and get medical advice. Please keep in mind that benefits for any healthcare services you may seek after using Health Tools are subject to the terms of your coverage under this Plan.
 - **Personal Health Record** – Access your secure online personal health record for information such as the medications you're taking, recent test results, and medical appointments. Update, store, and track health-related information at any time.
 - **Blue Health Assessment** – An online health and lifestyle questionnaire (see below).
 - **Online Health Coach (OHC)** – Manage your health proactively by setting and managing health goals, create a plan of care, track your progress, and pursue healthy activities. The OHC offers members a combination of guidance, support, and resources.
 - **Health Topics and WebMD Videos** offer an extensive variety of educational tools using videos, recorded messages, and colorful online materials that provide up-to-date information about a wide range of health-related topics.
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Services for the Deaf and Hearing Impaired

All Blue Cross and Blue Shield Plans provide TTY access for the hearing impaired to access information and receive answers to their questions.

Web Accessibility for the Visually Impaired

Our website, www.fepblue.org, adheres to the most current Section 508 Web accessibility standards to ensure that visitors with visual impairments can use the site with ease.

Travel Benefit/Services Overseas

Please refer to Section 5(i) for benefit and claims information for care you receive outside the United States, Puerto Rico, and the U.S. Virgin Islands.

Healthy Families

Our Healthy Families suite of resources is for families with children and teens, ages 2 to 19. Healthy Families provides activities and tools to help parents teach their children about weight management, nutrition, physical activity, and personal well-being. For more information, go to www.fepblue.org.

Blue Health Assessment

The **Blue Health Assessment (BHA)** questionnaire is an easy and engaging online health evaluation program which can be completed in 10-15 minutes. Your BHA answers are evaluated to create a unique health action plan. Based on the results of your BHA, you can select personalized goals, receive supportive advice, and easily track your progress through our Online Health Coach.

Visit our website, www.fepblue.org, for more information and to complete the BHA so you can receive your individualized results and begin working toward achieving your goals. **You may also request a printed BHA** by calling 888-258-3432 toll-free.

Hypertension Management Program

The **Hypertension Management Program** gives members with hypertension (otherwise known as high blood pressure) access to a free blood pressure monitor (BPM) to encourage members to make healthier choices to reduce the potential for complications from cardiac disease.

To qualify, you must be the contract holder or covered spouse (age 18 and over) and have at least one medical claim processed during the past 12 months reporting a diagnosis of hypertension or high blood pressure. If you qualify, you will receive a letter and a notice will be sent to your MyBlue account (visit www.fepblue.org to set up your account) with instructions on how you may receive a blood pressure monitor from us at no cost if your healthcare provider's treatment plan includes home blood pressure monitoring for your diagnosis. You may receive this benefit once every two years. If you have questions, please call the customer service phone number listed on the back of your ID card.

Go to page [102](#). Go to page [104](#).