



# Blue Health Connection New Member Guide

A REFERENCE TO ONLINE HEALTH TOOLS AND MORE



# Overview

Welcome to Blue Health Connection!

As a Service Benefit Plan member, you have access to many health tools and resources within Blue Health Connection. Blue Health Connection provides you with convenient, valuable health information from nurses, health coaches, health news and online tools right at your fingertips. Explore the many features available to you and take advantage of all Blue has to offer!

## Questions?

Call Blue Health Connection at **1-888-258-3432**.

This is a summary of features of the Blue Cross and Blue Shield Service Benefit Plan. For a complete description of the benefits, definitions, limitations and exclusions, please see the Service Benefit Plan brochure (RI 71-005). Visit [www.fepblue.org/myblue](http://www.fepblue.org/myblue) to view or download a copy of the 2012 brochure and for more information about the 2012 MyBlue Wellness Incentives.



Scan this code with your smart phone to learn more about Blue!

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## 24/7 Nurse Advice Line

Get reliable healthcare advice without leaving the comfort of your home. Our toll-free advice line, live online chat and online messaging options are available around the clock, seven days a week, to meet your needs.

### Phone Support

Caring, expert advice is just a phone call away. The service is always free and all calls are confidential.

### Live Nurse Chat

Get quick answers to non-urgent healthcare questions through Live Nurse Chat! With just a few clicks, a professional Blue Health Connection nurse can answer your questions in real time.

### Email

Send a secure message when it's most convenient for you and get expert advice or information within 24 hours.

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### Reminder

**While nurses are unable to give a diagnosis over the phone,** they can help you determine whether you need to seek immediate medical attention or if you can visit your primary doctor when it is more convenient for you. Nurses can also offer advice on home care for your symptoms so you can feel better and provide information on treatment options.

### Questions?

Call Blue Health Connection at **1-888-258-3432**.



# Blue Health Assessment<sup>SM</sup> (BHA)

This online health evaluation gives you the overall picture of your health based on the information you provide. The questionnaire establishes a baseline of your current health and puts you in charge of managing any changes you'd like to make. The more information you provide about your current health the more personalized and relevant your results will be.

## Health Action Plan

The BHA will help identify any areas where your health is at risk, generating an Action Plan that's tailored to you. You'll also get additional information and tools to help you improve your health.

## Coaching Sessions

To help you reach your personal health goals, you can participate in up to 12 comprehensive and supportive online Coaching Sessions.

## Questions?

Call Blue Health Connection at **1-888-258-3432**.

## HEALTH

## Know Your Numbers

Knowing your biometric numbers can give you a clear picture of your overall health. Here are four you should know:

- **Blood Pressure** – Normal is less than 120/80
- **Body Mass Index** – Normal for adults is 18.5–24.9
- **Total Cholesterol** – Normal is less than 200
- **Blood Sugar** – Normal is between 70 and 99



## MyBlue Wellness Benefit Incentive<sup>SM</sup>

Blue offers financial rewards for managing your health and to help motivate you into making healthy lifestyle changes. Good for you and your pocketbook!

### Blue Health Assessment (BHA)

Complete your 2012 BHA questionnaire and get a \$35 health debit card for qualified medical expenses. When two covered adult members complete the BHA in 2012, you are eligible for two \$35 cards.

### Online Coaching Sessions

Complete up to three online Coaching Sessions and earn \$5 per session, up to an additional \$15 to your health debit card by completing all three!  
*(Excludes the Breathe™ Coaching Session)*

### Diabetes Management Incentive Program

If you indicate you have diabetes on your BHA questionnaire, you can earn up to an additional \$75 on your health debit card when you complete specific activities to help manage your diabetes.

## HEALTH

### Heart Attack Warning Signs:

- Discomfort or pressure in the chest, jaw, back or arms
- Shortness of breath
- Nausea or light-headedness
- Sweating and cool, damp skin
- Feeling agitated or fatigued
- Abdominal pressure or indigestion-like symptoms



## Tobacco Cessation Support

If you're a smoker, it's time to kick the smoking habit for good. If you've made up your mind that it's really time to quit, Blue is here to help you every step of the way. Save money, save time and save your life.

### Breathe™ Coaching Session

Members who smoke are eligible for this valuable incentive. Complete the Breathe Coaching Session, and your individual cost share for certain prescriptions and over-the-counter tobacco cessation medications will be waived when these prescriptions are filled at a Preferred retail pharmacy.

Visit [www.fepblue.org/myblue](http://www.fepblue.org/myblue) for more information on the 2012 MyBlue Wellness Incentives.

### Questions?

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HEALTH 

Act **FAST** at the Signs of a Stroke

**Face** - Ask the person to smile. Does one side of the face droop?

**Arms** - Ask the person to raise both arms. Does one arm drift downward?

**Speech** - Ask the person to repeat a simple phrase. Is their speech slurred or strange?

**Time** - If you observe any of these signs call 9-1-1 immediately.



# MyBlue Personal Health Record<sup>SM</sup>

MyBlue Personal Health Record (MyBlue PHR) provides a secure, central location for you to access, update and store your personal healthcare information, making it easy to manage your healthcare records.

## MyBlue PHR

Keep your healthcare records up-to-date and organized with this handy, secure online tool that's automatically updated by your claims information. You'll get a Continuity of Care Record that summarizes all of the relevant health information found in your MyBlue PHR to create a portable health record to share with your healthcare providers.

## Health Tracker

Track your health data to map out lifestyle changes and keep track of the progress you make with diet and exercise.

## Health Calendar

Create an appointment calendar for important visits to the doctor, regular tests or use it to help manage your medications and prescription refills.

## HEALTH

### Starting an Exercise Program:

- **Have fun.** Do something you like so you'll keep doing it.
- **Stick to a routine.** It's better to do less more often, than to do more less often.
- **Have a back-up plan.** If you exercise outdoors, what activity will you do in bad weather?
- **Start slow.** Add a little bit of exercise to your routine week by week.



## MyBlue Benefit Statements<sup>SM</sup>

Keeping track of your benefits and out-of-pocket costs can be time-consuming. Your MyBlue Benefit Statements summarize your healthcare benefits and expenses in one easy to access location.

### **MyBlue Quarterly Benefit Statement**

Includes a list of your recently processed Service Benefit Plan medical and pharmacy claims. You can use your MyBlue Quarterly Benefit Statement to track your healthcare services as well as plan and budget for your future healthcare expenses.

### **MyBlue Annual Benefit Statement**

Provides a summary of the benefits paid for medical and pharmacy claims from the previous year and is posted in February.

For your convenience, you can download and print your MyBlue Benefit Statements at **[fepblue.org/myblue](http://fepblue.org/myblue)**.

### **Questions?**

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HEALTH 

### **Sport Injury Action Plan**

Sprains, strains, muscle pulls, or tears heal faster when you quickly take the following actions:

- **Rest** – Try not to use the injured body part.
- **Ice** – Apply a cold pack to the affected area, but never apply ice directly to skin.
- **Compression** – wrap any swelling with an elastic bandage, but not too tightly.
- **Elevation** - If possible, raise the injury above heart level.



# AudioHealth Library®

The AudioHealth Library® is available to help you and your family educate yourselves about many common and chronic illnesses and diseases—24 hours a day, 7 days a week.

Pre-recorded messages on topics provide the information you need to help prevent illness, identify warning signs, and administer self care.

To use the AudioHealth Library, simply call the same toll-free number you call to speak with a nurse. The nurse can direct you to a topic or you can look up the 4-digit number for the topic you want to hear. A partial list of the most common topics are listed on the following pages.

## Questions?

Call Blue Health Connection at **1-888-258-3432** or visit **[www.fepblue.org/myblue](http://www.fepblue.org/myblue)**.

## HEALTH

### On-Your-Plate Portions

Good health begins with eating right! Here is a breakdown of what and how much should be on your plate:

- 1/2** of the food on your plate should be fruits & vegetables
- 1/4** should be healthy carbohydrates (bread, rice, or pasta)
- 1/4** should be lean proteins (meat, beans, or eggs)

# AudioHealth Library® Topics

## **ALLERGIES & IMMUNE SYSTEM**

- 3412 Guillain-Barré Syndrome
- 5063 Lymph Nodes, Enlarged

## **BLOOD & CANCER**

- 4402 Anemia

## **BONES, MUSCLES & JOINTS**

- 3169 Bursitis
- 3171 Carpal Tunnel Syndrome
- 3205 Low Back Pain
- 3209 Muscle Cramps and Spasms

## **BRAIN & NERVOUS SYSTEM**

- 3401 Alzheimer's Disease
- 5054 Dizziness and Vertigo
- 3416 Lou Gehrig's Disease
- 3418 Migraine Headache
- 3435 Multiple Sclerosis
- 3423 Parkinson's Disease
- 4421 Restless Legs Syndrome
- 3430 Stroke

## **CANCER**

- 3507 Breast Cancer in Men
- 3506 Breast Cancer in Women
- 3511 Cancer Screening
- 3517 Cancer Warning Signs

## **HEART & BLOOD VESSELS**

- 3601 Angina
- 3606 Atrial Fibrillation
- 3624 Heart Attack Warning Signs
- 3631 High Blood Pressure
- 3632 High Cholesterol

## **MOUTH & TEETH**

- 3855 Gingivitis
- 4432 Temporomandibular Joint Disorder

## **DIABETES**

- 3905 Diabetes – Type 1
- 3906 Diabetes – Type 2
- 3902 Diabetes and Food Management
- 3900 Diabetes and Sick Days
- 3901 Diabetes Foot Care
- 3903 Diabetes Self Blood Glucose Monitoring

## **DIET & EXERCISE**

- 4700 Caffeine in Your Diet
- 3615 Controlling Cholesterol
- 3013 Exercise for Older Adults
- 4112 Personal Fitness Plan

## **DIGESTIVE SYSTEM**

- 4919 Botulism
- 4009 Crohn's Disease
- 4010 Diarrhea
- 4011 Diverticulitis
- 4014 Gallstones
- 4019 Groin Hernia
- 4023 Hemorrhoids

- 3728 Hernias in Children
- 4027 Hiatal Hernia
- 4030 Intestinal Gas
- 4031 Irritable Bowel Syndrome

## **EAR, NOSE & THROAT**

- 3963 Earache
- 3953 Earwax
- 3950 Middle Ear Infection
- 3956 Nosebleed
- 3958 Sinusitis
- 3959 Sore Throat

## **EYES**

- 4210 Eye Care
- 4218 Pinkeye or Conjunctivitis

## **HORMONES**

- 3914 Hyperthyroidism
- 3916 Hypothyroidism

## **INFECTIOUS DISEASE**

- 4525 Lyme Disease
- 4522 Seasonal Flu
- 4534 Shingles
- 3960 Strep Throat

## **INJURIES**

- 4900 Animal and Human Bites
- 4915 Burns
- 3210 Muscle Strain
- 3245 Sprains
- 4157 Tendonitis
- 4943 Tick Bite

## **MEN'S HEALTH**

4600 Enlarged Prostate

## **MENTAL & BEHAVIORAL HEALTH**

3312 ADHD or Attention Deficit Hyperactivity  
Disorder in Children

3314 Bipolar Disorder

3321 Depression Overview

4425 Stress

## **PHYSICAL & SPORTS MEDICINE**

3271 RICE or Rest, Ice, Compression,  
and Elevation for Injuries

## **PREVENTIVE HEALTH**

4405 Choosing a Primary Care Provider

4430 Talking with Your Healthcare Provider

## **RESPIRATORY & LUNG PROBLEMS**

4801 Asthma

4805 Chronic Bronchitis

4506 Colds

4810 Emphysema

4811 Pneumonia

4815 Sleep Apnea

## **SKIN**

4850 Acne

4869 Skin Exam

4871 Sunburn

## **SLEEP DISORDERS**

5060 Insomnia

## **SURGERY**

- 4201 Cataract Surgery
- 4015 Gallbladder Removal
- 3195 Hip Replacement Surgery
- 3201 Knee Replacement Surgery

## **TESTS & DIAGNOSTIC PROCEDURES**

- 5120 Electrocardiogram or ECG or EKG
- 5121 Electroencephalogram
- 5122 Electromyogram
- 5248 Mammogram
- 5127 MRI or Magnetic Resonance Imaging

## **URINARY PROBLEMS**

- 5350 Acute Kidney Failure
- 5357 Kidney Infection
- 5358 Kidney Stones
- 5366 Urinary Tract Infection in Women

## **WOMEN'S HEALTH**

- 5253 Missed Menstrual Periods
- 5259 Ovarian Cysts

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### **Reminder**

Call Blue Health Connection at **1-888-258-3432** if you have questions or concerns regarding a healthcare issue.

Post the magnet below on your refrigerator and call us 24/7, anytime you have a healthcare concern or question.

Program Blue Health Connection in your cell phone so you always have the number, whenever and wherever you need it.



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