YOUR CONTACTS

We're easy to reach. Keep these phone numbers handy.

Federal Employee Program (FEP)

Customer Service

Federal Employees Health Benefits
1-800-482-3600

Postal Service Health Benefits
1-877-760-8574

8:30 a.m. to 4:30 p.m.
Monday through Friday
Or visit **fepblue.org**.

Other important FEP numbers

24/7 Nurse Line
1-888-258-3432

Blue Cross Coordinated Care℠
1-800-775-BLUE (2583)

Retail Pharmacy Program
1-800-624-5060

Mail Service Pharmacy Program
1-800-262-7890

Specialty Pharmacy Program
1-888-346-3731

Anti-fraud hotline
1-800-482-3787

Vision Care Affinity Program
1-800-551-3337

Overseas Assistance Center
Call collect — 1-804-673-1678

National Information Center
Call 1-800-411-BLUE (2583)
8 a.m. to 8 p.m.
Monday through Friday

Blue Care Network

Customer Service
1-800-662-6667
TTY 1-800-257-9980

8 a.m. to 5:30 p.m.
Monday through Friday
Or visit **bcbsm.com**.

Other important BCN numbers

24/7 Nurse Line
1-855-624-5214

Behavioral health services
1-800-482-5982

Nationwide network of Blue plan providers
1-800-810-BLUE (2583)

Diabetic supplies
1-800-667-8496

Chronic Condition Management Nurse Line
1-800-392-4247

Durable medical equipment
1-800-667-8496

Laboratory
1-800-445-4979

Tobacco Cessation Program
1-855-326-5102

Vision services
1-800-877-7195

Hearing services
1-833-414-6908

YOUR RESOURCES

You and your employees have 24/7 access to information about benefits, services and programs.

For Blue Cross and Blue Shield Service Benefit Plan members

fepblue.org

This website gives your employees access to benefit information, a provider directory, online tools and incentive and wellness programs. They can also manage their account online through this website by signing up for a **MyBlue**® account.

fepblue mobile app

With fepblue, your employees will have personalized, on-the-go access to their healthcare benefits. They can search "fepblue" to download it free today for iPhone and Android phones.

For you

bcbsm.com/fep

This website is exclusively for Agency Benefits Officers. You can get an overview of our services, register for webinars and print flyers, brochures and newsletters.

Contact us

We're available for new hire orientations and wellness webinars and presentations, as well as to provide you with information about member incentives, pre-retirement, care coordination and web tools. Contact us directly if you have questions or concerns about healthcare coverage.

Jenalyn Hintzke
Client operations manager
313-448-5913
JHintzke@bcbsm.com

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YOUR BLUE CROSS AND BLUE SHIELD FIELD SERVICE TEAM IS HERE FOR YOU

BlueCross BlueShield
Federal Employee Program®

fepblue.org

YOUR TEAM

We'll work with you to ensure your employees get the most from their healthcare coverage – and improve their health.

Our job is to make your job easier. You can count on us to:

ASSESS your agency needs:

We'll determine how we can best support you and your employees as well as help you resolve account and membership issues.

MEET with your employees virtually or in person to explain their coverage:

- Planning for retirement (coordinating Blue Cross and Blue Shield Service Benefit Plan benefits with Medicare), and the benefits of our FEP Medicare Prescription Drug Program
- FEP Blue Focus®, FEP Blue Basic® and FEP Blue Standard® overviews
- New employee orientations
- Discounts and programs with financial incentives
- Preventive care and wellness and disease management programs
- Online health tools
- Blue Care Network

Service days — Virtual and on-site FEP and BCN representatives

Health fairs

Customized webinars

Help with organizing other special events

COORDINATE health fairs, presentations and webinars that promote a healthy lifestyle.

PROVIDE educational resources.

YOUR VALUE

Our wellness programs are free and personalized. And we offer financial incentives as encouragement to participate.

Service Benefit Plan coverage supports your employees in getting and staying healthy. We'll show you how they can use the wellness programs to set and meet health and fitness goals.

- The **Blue Health Assessment** addresses your employees' health risks. It only takes 10-20 minutes to complete online and allows us to customize health-related recommendations to help members improve or maintain their health. They may also earn incentives for completing the BHA and also get an updated report throughout the year.
- Our online coaching tool called **Daily Habits** offers members a tailored plan that focuses on their health and wellness goals. Your employees may earn rewards as they reach their goals related to exercise, stress management, emotional health, weight loss, nutrition, heart artery disease, heart failure, chronic obstructive pulmonary disease, hypertension and asthma.
- Using our **Nurse Line**, members can call, chat online or email a registered nurse for reliable health information 24/7. They're available at **1-888-258-3432** or at **fepblue.org**.
- **Teladoc Health®** makes it easier than ever for members to get the care they need. They can talk with board-certified doctors by phone or video anytime, anywhere. Visit **fepblue.org/telehealth** or call **1-855-636-1579** to get started.

  Teladoc Health® is an independent company that provides telehealth services to Blue Cross and Blue Shield Service Benefit Plan members.

WebMD

WebMD Health Services is an independent company supporting Blue Cross and Blue Shield Service Benefit Plan members by providing health and wellness services. The Service Benefit Plan and WebMD take the safety and security of your health information very seriously. All of our systems operate in accordance with federal privacy laws, and we take every effort to protect your privacy when you use any of our tools and resources.

Blue Care Network

Federal Employees Health Benefit members with a Blue Care Network medical benefit plan will also receive complete vision coverage.

Costs to members include:

- Vision exam $5
- Lenses and contacts $7.50
- Frames: All charges above $150

TruHearing is BCN's provider network for hearing benefits. BCN will cover, in full, up to two hearing aids in the TruHearing formulary every 36 months, regardless of age.

- BCN members can call a 24-hour nurse line at **1-855-624-5214**.
- Receive virtual care when you need to see a doctor for a minor illness or injury, or talk with a therapist about stress, grief and other life challenges. Download the new Teladoc Health® app, visit **bcbsm.com/virtualcare** or call **1-800-835-2362**.
- BCN members can register for a Blue Cross member account at **bcbsm.com**. A member account provides a way to check benefits, plan information and compare costs all in one secure place.
- Our mobile app helps members understand their healthcare plan and how it works. It connects them securely to the health plan info on their member account when they need it. From deductibles to claims to out-of-pocket costs, members will have the information to manage their plan and get the most from their coverage, wherever they go. The app is available through the App Store® and Google Play™. Search BCBSM.
- Blue Cross Well-Being℠ offers BCN members a personalized well-being experience with online tools to help them build and maintain healthy habits. By logging in to their member account or our mobile app, BCN members can access free resources to help them make small, everyday changes to improve their health. Visit **bcbsm.com/wellbeing** for more information.

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Google Play is a trademark of Google LLC.