



# Healthy *Blue Living*<sup>SM</sup> HMO



Blue Care  
Network  
of Michigan

Confidence comes with every card.®

## Weight management program guide

*If your body mass index is 30 or higher, enroll in one of these programs:*

**Page 3:** Steps walking program, powered by WebMD®

**Page 6:** WW® (formerly WeightWatchers)

Visit [bcbsm.com/hbl](https://bcbsm.com/hbl) for videos, FAQs and other online resources about these programs and more.

## You have a weight management program requirement

Your qualification form shows your body mass index is 30 or higher, so you need to participate in one of the programs below to be at the enhanced level of your Healthy *Blue* Living plan. If you don't enroll and participate in a program, or don't meet the requirements, you'll still have your benefits, but everyone on your health care plan will drop to the standard level with higher out-of-pocket costs.

You have two options:

- **Steps walking program, powered by WebMD®:** This program requires you to wear a step-counting device and average at least 5,000 steps per day. You're responsible for uploading your steps and syncing your device with your online member account at [bcbsm.com](https://bcbsm.com). This program is designed to work with Fitbit® devices. If you use a device from a different brand, it must be compatible with your account. To check all activity tracking brands that work with this program:

1. Log in to your account at [bcbsm.com](https://bcbsm.com).
2. Select *Programs & Services* in the navigation menu, then *Wellness*.
3. Select *Go To WebMD*.
4. Select *Sync Devices & Apps* from the navigation drop-down menu.

**To properly track your steps, you must use a physical wearable device. Syncing accounts you have with health apps won't transfer your steps correctly.**

- **WW®: Attend at least 11 out of 13 workshops** per a three-month subscription. Once the three-month subscription ends, you must reenroll in a new three-month subscription.



# Steps walking program, powered by WebMD

This program features a Fitbit Inspire™ activity tracker. We cover the cost of the Inspire device if you sign up for the program and order the device through your account at [bcbsm.com](http://bcbsm.com) or BCN Customer Service. The instructions about the Steps walking program in this guide are for Fitbit devices only. If you use another **wearable** device that tracks steps, you're responsible for following the requirements of the program appropriately. We can't provide instructions for other devices. You must average at least 5,000 steps per day for each three-month period from when you sign up for the program.

Here's how to get started with the Steps walking program:



## Step 1: Enroll in the Steps walking program and order your Fitbit activity tracker.

We encourage you to enroll through your account at [bcbsm.com](http://bcbsm.com), but you can also call the Customer Service number on the back of your BCN member ID card.

1. Log in to your account at [bcbsm.com](http://bcbsm.com).
2. Click *My Coverage* in the navigation menu.
3. Click *Medical* from the drop-down menu.
4. Click *To-do List*.
5. Click the weight management program link in the *Health Measure Follow-up* box.
6. Select the Steps walking program . (You'll be redirected to a new page.)
7. Click *Rewards* in the navigation menu.
8. Click *Order Now* in the *Don't miss a Step!* box. Your promo code will be provided under the *Order Now* button. Write it down and save it.
9. Once you're redirected to the Fitbit online store, follow the instructions to select your Fitbit device and complete the order.



**Enrolling in the Steps walking program**

Visit [bcbsm.com/hbl](http://bcbsm.com/hbl) for step-by-step instructions.

You'll receive an order confirmation by email. Keep this for your records. Once your device has shipped, you'll receive another email with your tracking number. It'll arrive by mail in five to seven business days.

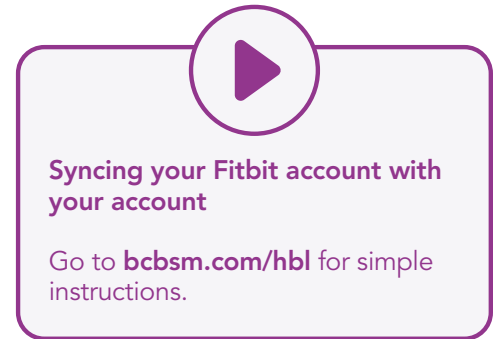
## Step 2: Set up your Fitbit device, following the included instructions, to set up a Fitbit account.

Set up your device as soon as it arrives because that's when the program begins.

### Step 3: Sync your Fitbit account with your account at [bcbsm.com](https://bcbsm.com).

This step is important. We don't have access to your Fitbit account, so this is how we keep track of your steps to make sure you're averaging 5,000 per day. If you don't sync your Fitbit account with your account at [bcbsm.com](https://bcbsm.com), your steps will show as zero, which will drop you to the standard level with higher out-of-pocket costs. Here's how to link your accounts together:

1. Log in to your account at [bcbsm.com](https://bcbsm.com).
2. Select *Programs & Services* in the navigation menu, then *Wellness*.
3. Select *Go To WebMD*.
4. Select *Sync Devices & Apps* from the navigation drop-down menu.
5. Scroll down the page and select *Fitbit*.
6. Select *Connect Account* and then follow the instructions on the page to finish the process.



Once your accounts are linked, your steps will show on your Fitbit and online member accounts. It may take up to one day for your steps to display. **Remember, if you don't use a Fitbit, the device you use must be a physical wearable device. Syncing accounts with other health apps won't transfer your steps correctly.**

### Step 4: Wear your Fitbit device and start walking.

Make sure you wear your Fitbit device all day to average at least 5,000 steps per day.

### Step 5: Upload your steps.

Open the Fitbit app daily to allow your steps data to refresh. Your steps will load if your Fitbit is within a few feet of your smartphone or tablet. You must use a Bluetooth-compatible smartphone, tablet or computer. The device doesn't come with a plug-in dongle for a computer USB port.

The steps that show in your Fitbit account should be the same that show in your account at [bcbsm.com](https://bcbsm.com). To confirm your steps are loading to your account:

- Log in to your account at [bcbsm.com](https://bcbsm.com).
- Select *Programs & Services* in the navigation menu, then *Wellness*.
- Select *Go To WebMD*.
- Select *Resources* from the navigation drop-down menu, then *Health Trackers*.



We don't accept steps entered manually. Steps must be uploaded electronically from your steps-counting device.

If your account at [bcbsm.com](https://bcbsm.com) shows zero steps, follow the directions in Step 3 again. If it still doesn't work, call the Customer Service number on the back of your BCN member ID card.

## How we track your steps

We check your steps every three months from when you sign up for the program. If your average is below 5,000 steps per day for each three-month period, everyone on your plan drops to the standard level. This means higher copayments, deductible and coinsurance, depending on your plan. Don't forget, you must link your Fitbit account with your account at [bcbsm.com](https://www.bcbsm.com). We don't have access to your Fitbit account, so we confirm your steps with your online member account.

## Lost or damaged Fitbit device

If your Fitbit device is lost or damaged, call the Customer Service number on the back of your member ID card to see if you're eligible for a replacement device. BCN won't replace a personal device, other than Fitbit, if it's lost or damaged. However, you may be eligible for a Fitbit Inspire device.

## For technical questions about your Fitbit activity tracker

Call Fitbit Participant Support at **1-844-534-8248**, email **CWsupport@fitbit.com** or go to **help.fitbit.com/cwsupport\*** to resolve the following issues faster:

- Your activity tracker isn't counting steps.
- The screen doesn't work.
- Your steps are being counted inaccurately.
- The activity tracker isn't syncing to the Fitbit software.

We can't service or support technical questions about activity trackers other than Fitbit devices.





Blue Care Network offers WW (formerly known as WeightWatchers) to Healthy *Blue* Living enrollees (subscribers) whose qualification form shows a body mass index of 30 or higher.

Here's how to get started with WW:

## Step 1: Enroll in WW

We encourage you to enroll through your online member account at [bcbsm.com](https://bcbsm.com), but you can also call the Customer Service number on the back of your BCN member ID card.

1. Log in to your account at [bcbsm.com](https://bcbsm.com).
2. Click on *My Coverage* in the navigation menu.
3. Click *Medical* from the drop-down menu.
4. Click *To-do List*.
5. Click the weight management program link in the *Health Measure Follow-up* box.
6. Select *WW*.
7. Enter your preferred ZIP code (near your work or home).
8. Click *Submit*.
9. Your Healthy *Blue* Living code will appear on the screen, and you'll have the option to sign up for your first WW Workshop by calling **1-866-454-3452**. For your records, write down your code.



### Enrolling in the WW program

Go to [bcbsm.com/hbl](https://bcbsm.com/hbl) for easy instructions.



You must attend at least 11 out of 13 weekly workshops for each three-month subscription and then reenroll in a new three-month subscription once it ends.

## Step 2: Attend your first workshop within one week of signing up.

WW will help you get started virtually or locate the workshop closest to the ZIP code you provided.

### Step 3: Track your participation as proof of your attendance.

When you begin your three-month subscription, download a copy of the BCN Proof of Attendance Form at [bcbsm.com/hblweight](https://bcbsm.com/hblweight). Make sure you fill it out completely and then follow the directions on the form to submit it.

### Step 4: Reenroll in a new three-month subscription when your current subscription ends.

- Log in to your account at [bcbsm.com](https://bcbsm.com) for your Healthy *Blue* Living code. You can also call the Customer Service number on the back of your BCN member ID card to get your HBL code.
- Call WW at **1-866-454-3452** and provide your HBL code to enroll in the next three-month subscription.

### If you're already enrolled in WW

Continue attending your regular workshops. We'll start paying on the date you officially sign up for WW through your account at [bcbsm.com](https://bcbsm.com) or our Customer Service department. We won't reimburse you for workshops that you attended before joining our program.

### If you're traveling or need to pick a different workshop location

There are virtual options and workshop locations across the country. To find a workshop on a different day or near your travel destination, go to [WW.com\\*](https://www.com), check with your workshop staff or call WW at **1-866-454-3452**.

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Blue Care Network is committed to helping you achieve your best health status. Lower out-of-pocket costs for participating in our wellness program, Healthy *Blue* Living, are available to all subscribers. If you think you might not be able to meet a standard or requirement under this wellness program, you might qualify for an opportunity to earn lower out-of-pocket costs by different means. Consult your BCN primary care provider to find an alternative that's right for you in light of your health status and before starting any regular exercise or weight management program.

WebMD Health Services is an independent company supporting Blue Care Network by providing health and well-being services.

WW is an independent company that provides weight management services to Blue Care Network members.



Check your Healthy *Blue* Living to-do list by logging in to your online member account at [bcbsm.com](https://bcbsm.com) using a computer or the browser on your mobile device or tablet. Click *My Coverage* in the navigation menu, then *Medical* from the drop-down menu, then *To-do List*. Your deadline dates are posted here.

Find more resources online at:  
[bcbsm.com/hbl](https://bcbsm.com/hbl)

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