



# 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, you have two options:*

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

**Page 6:** WW®

# 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 in Healthy *Blue Living*. If you don't enroll and participate or you don't meet the program requirements, you'll still be covered, but everyone on your health care plan will drop to the standard level with higher out-of-pocket costs.

You have two options to choose from. Pick one:

- **Steps walking program, powered by WebMD®:** This program requires you to wear a steps-counting device and average at least 5,000 steps per day. You're responsible for uploading your steps and syncing your device with your 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 online member account. To check all activity tracking brands that work with this program:

1. Log in to your member account at [bcbsm.com](https://bcbsm.com).
2. Click *Health & Well-Being* in the navigation menu, then *WebMD*.
3. Click *Resources* in the navigation menu, then *Self Improvement*.
4. Click *Device and App Connection Center*.

We aren't able to provide technical support for any device other than Fitbit.

- **WW (formerly Weight Watchers):** Attend in-person workshops at a WW location convenient for you. You need to attend at least 11 out of 13 weekly workshops per session. You must re-enroll in a new workshop series once a 13-week series ends, and continuously participate for your entire benefit year.

## We'll automatically re-enroll you in last year's program, if applicable

If you participated in one of the programs from your previous plan year, we'll automatically re-enroll you.

This only applies if:

- We received a new qualification form that shows your BMI is still 30 or higher
- You participated in the program for the whole benefit year and met the program requirements

If you want to change your weight management program, call the Customer Service number on the back of your member ID card within the first 120 days of your plan year. If we re-enroll you in the Steps walking program, you won't receive a new Fitbit device. You'll need to use the same device as your previous plan year.



# 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 member 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 compatible 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.

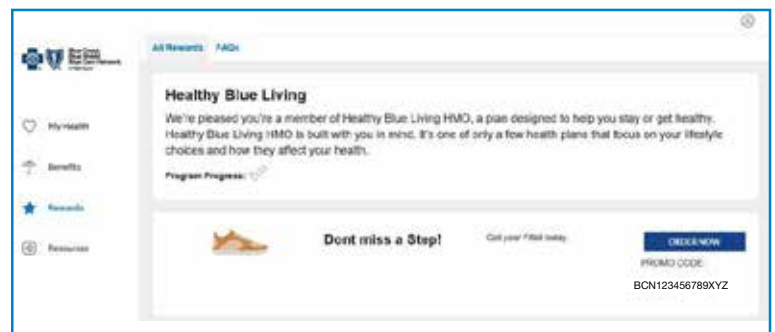
Here's how to get started with the Steps walking program:



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

We encourage you to enroll through your online member account, 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.



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 and follow the instructions it came with 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 member 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 [bcbsm.com](https://bcbsm.com) member account, 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 member account at [bcbsm.com](https://bcbsm.com).
2. Click *Health & Well-Being* in the navigation menu, then *WebMD*.
3. Click *Resources* in the navigation menu, then *Self Improvement*.
4. Select *Device and App Connection Center*.
5. Scroll down the page and click *Fitbit*.
6. Click *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 account and your member account at [bcbsm.com](https://bcbsm.com). It may take up to one day for your steps to display.

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

Make sure you wear your Fitbit device from when you wake up until you go to bed to make sure you average at least 5,000 steps per day.

### Step 5: Upload your steps.

Open the Fitbit app periodically 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.

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

- Log in to your member account at [bcbsm.com](https://bcbsm.com).
- Click *Health & Well-Being* in the navigation menu, then *WebMD*.
- Click *Resources* in the navigation menu, then *Self Improvement*.
- Select *Health Trackers*, then *Steps*.



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

If your member account 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, we'll drop everyone on your plan 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 member account at [bcbsm.com](https://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. If you use a personal device other than Fitbit and it's lost or damaged, BCN won't replace it. 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\*** for faster issue resolution if you have technical questions about:

- Your activity tracker not counting steps
- The screen doesn't work
- Inaccurate step count
- Activity tracker isn't syncing to the Fitbit software

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





## weightwatchers reimagined

Blue Care Network offers this program to Healthy *Blue* Living enrollees (contract holders) 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, 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://www.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 class by calling a toll-free number or by visiting a website. For your records, write down your code.



You must attend at least 11 out of 13 weekly workshops per session, and then re-enroll in a new series once a 13-week series ends. You can only attend workshops in person, not online.

You'll receive confirmation within a few business days by email or through vouchers depending on which WW group you're a part of; it's based on the ZIP code you provide. If your WW group uses vouchers, which are documents to validate your sessions are prepaid by BCN, expect to receive them by U.S. mail in seven to 10 business days. Bring them to your first workshop. If the vouchers don't arrive by the time you attend your first workshop, the WW Wellness Coach will still allow you to participate as long as they're on order.

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

WW will help you locate the workshop closest to the ZIP code you provided.

### Step 3: Make sure your attendance is being tracked properly.

If your WW group uses attendance forms, ask your WW Wellness Coach for a *BCN WW Proof of Attendance Form*, fill it out completely and then follow the directions on the form to submit it. If they don't use attendance forms, make sure your WW Wellness Coach reports your attendance to BCN.

### Step 4: Re-enroll in a new 13-week workshop series when your current session ends.

WW will validate your participation and help you re-enroll in a new 13-week workshop series.

- You'll be directed to your member 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 ask for your HBL code.
- Call WW toll-free and provide your HBL code to enroll in the next series.
- If your group uses vouchers, you'll receive them by mail in seven to 10 business days.

Depending on the WW workshop, your WW Wellness Coach may confirm if you're eligible for re-enrollment and will enroll you or ask if you'd like to enroll in the next 13-week session.

### 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 attended before joining our program.

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

There are workshop locations across the country. To find a workshop on a different day or near your travel destination, go to [ww.com](https://ww.com)\*, check with your workshop staff or call WW.

\*Blue Care Network doesn't control this website and isn't responsible for its content.

Blue Care Network is committed to helping you achieve your best health status. Rewards for participating in our wellness program, Healthy *Blue* Living, are available to all contract holders. If you think you might not be able to meet a standard or requirement for a reward under this wellness program, you might qualify for an opportunity to earn the same reward by different means. You can work with your BCN primary care physician to find an alternative that's right for you in light of your health status. Consult with your PCP before starting any regular exercise or weight management program. WebMD Health Services is an independent company supporting Blue Care Network by providing health and wellness 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 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.



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