



Your quick guide to getting the most from your benefits



BlueCross BlueShield
of Vermont

An Independent Licensee of the Blue Cross and Blue Shield Association.

We're here to help you put your health first.

As the new president and CEO of Blue Cross VT, I want to personally thank you for choosing our team to support your health and well-being.

Your health impacts every aspect of your life. That's why we've made preventive care a cornerstone of our mission to make health care work better for Vermonters.

In the following pages, you'll learn how to access preventive care at no cost to you. This includes annual wellness visits, screenings, and standard immunizations—plus other benefits that come with your health plan.

I hope you'll explore the helpful resources and wellness programs available to you, and reach out to our local team whenever you need help. You are the reason we're here.



Here's to your health,

A handwritten signature in black ink that reads "Beth Roberts".

Beth Roberts
President and CEO

4 Simple Steps to Take Today

- 1. Review your member ID card.** If it hasn't arrived by mail, contact us at **(800) 247-2583 (TTY/TDD: 711)** or **customerservice@bcbsvt.com**.
- 2. Create your online account for the Member Resource Center (MRC)** or log in to view your plan's coverage details at **bluecrossvt.org/MRCLogin**.
- 3. Explore in-network providers** using our Find-a-Doctor tool in the MRC. Search by procedure costs, location, medical specialty, and more.
- 4. Update your primary care provider (PCP)** through your MRC account or by calling customer service, and contact your PCP office to schedule your annual wellness exam.



Schedule Your \$0 Checkups and Screenings Today

Preventive care helps you avoid serious medical problems through routine health exams, screenings, and conversations with your provider. These checkups and screenings are included in your plan at no cost to you.

Preventive services include things like:

- Annual checkups and wellness visits
- Lab tests, mammograms, and colonoscopies
- Standard immunizations, including flu, tetanus, and MMR

It's important to schedule your preventive care visits each year, so reach out to your doctor today.

Explore \$0 benefits at bluecrossvt.org/Preventive



Get Free, One-to-One Health Support

Our team of registered nurses, licensed social workers, and behavioral health counselors can help you get the care you need—free of charge. We can help you and your family:

- Understand and manage diagnoses
- Find in-network providers
- Get referrals
- Navigate barriers in the health care system
- Connect with community resources

We're here to help with support for a chronic condition, a substance use disorder, cancer, mental health, or end of life care.

Did You Know?

We offer free medication guidance with staff pharmacists who will help you understand the medications you're taking and explore possible alternatives. Learn more at bluecrossvt.org/MedGuidance

 Connect with our team at bluecrossvt.org/PersonalSupport



 Call (800) 922-8778, option 3

Getting the right care without surprise costs



Visit Your Primary Care Provider (\$)

Annual checkups, routine screenings, flu shots and other vaccines, or when you need help with a minor illness, injury, or chronic illness



Schedule a Virtual Visit (\$\$)

Minor injuries or illnesses that happen after hours, common health or behavioral health concerns, or when you're traveling or away from home



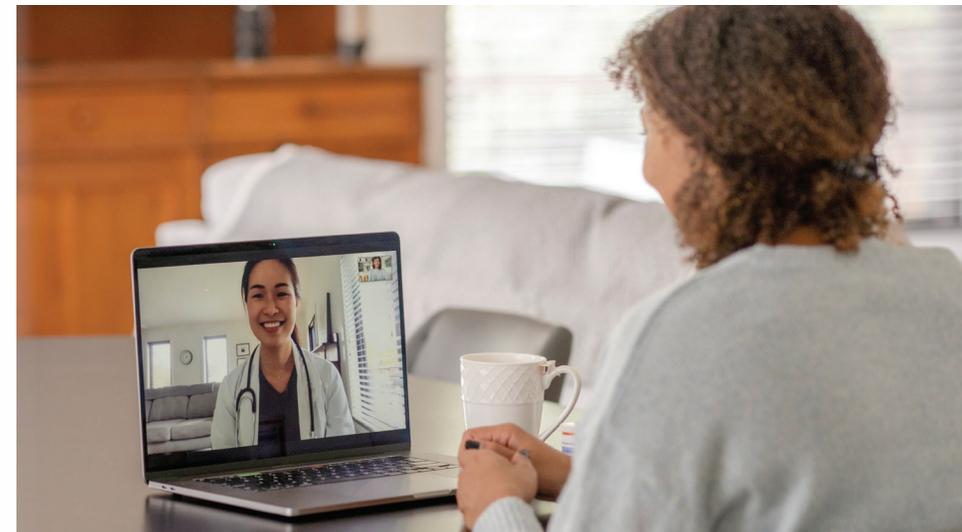
Go to Urgent Care (\$\$)

Injuries or illnesses after hours, immediate medical concerns, or when you think you may need X-rays or stitches



Go to the Emergency Room (\$\$\$)

Severe symptoms that need immediate care, including signs of heart attack (chest pain or shortness of breath), stroke (confusion, stumbling, or facial droop), or severe trauma or bleeding



Helping You Eat, Sleep, and Move Better

Be Well Vermont is a free wellness platform offering personalized health support and the ability to track daily activity through a connected fitness device.

- Learn how to improve sleep, boost nutrition, or add more movement to your day.
- Explore health topics that interest you, from managing stress to building a budget.
- Track your healthy activities automatically by syncing your well-being app or device.
- Connect with community through fun fitness and wellness challenges.

Get started at
bluecrossvt.org/BeWell



Get Care from the Convenience of Your Couch

When you're sick or looking for support, we make it easy to get care with virtual telehealth services.

- Get a consultation for everything from respiratory infections to allergies.
- Receive specialized care for nutritional counseling, women's health, and weight loss.
- Access mental health support from a psychologist or counselor.

Whether you're home or traveling, you can easily connect with a licensed provider through a secure, HIPAA-compliant live video feed, using your computer, tablet, or phone.

Explore your options at
bluecrossvt.org/VirtualCare



Receive Free Health Support for Your Pregnancy

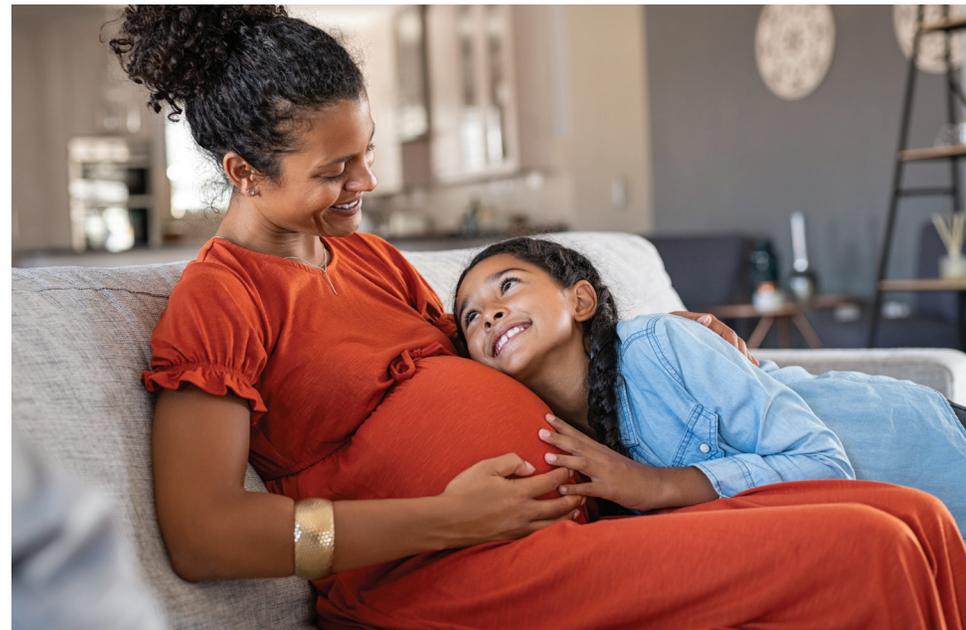
Our Better Beginnings® maternal health program provides free resources for your pregnancy and beyond, including:

- Personalized support from an experienced nurse, available by email, phone, or mobile app
- Tools and support to help you on your maternal health, wellness, and parenting journey
- Up to \$125 reimbursement for educational classes on topics like childbirth, parenting, and breastfeeding

Enroll before 34 weeks to choose one of these extra benefits: fitness classes (reimbursement up to \$150), a car seat (reimbursement up to \$150), or help at home (reimbursement up to \$25 per hour for a maximum of nine hours).

Your Better Beginnings nurse will review your benefits, including how to get your free breast pump, during your initial call.

Get started at
bluecrossvt.org/MaternalCare



We're Here to Help

If you have questions or need help, we're here for you Monday – Friday, 7 a.m. to 6 p.m. EST.

 **(800) 247-2583 (TTY/TDD: 711)**

 **customerservice@bcbsvt.com**

Your Voice Matters. Join Our Member Panel.

By joining our member panel, you can provide feedback that helps shape and improve the products and services you need. Learn more and sign up at bluecrossvt.org/Customer-Insights-Group.

Member Discounts

Enjoy special discounts at participating businesses in Vermont and New Hampshire. Start saving at bluecrossvt.org/BlueExtras.

Attend Free Community Events

Join us for Apple Days, Snow Days, Kayak Days, and Mountain Days in Vermont and virtually. Get the dates at bluecrossvt.org/Community.

Stay Updated Online

Explore helpful articles on health and wellness topics on our Be Well VT blog at bluecrossvt.org/Blog.



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