

**2023 Blue Cross and Blue Shield Service Benefit Plan - Standard and Basic Option**  
**Section 5(h). Wellness and Other Special Features**  
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**Section 5(h). Wellness and Other Special Features**

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**Health Tools**

Stay connected to your health and get the answers you need when you need them by using Health Tools 24 hours a day, 365 days a year. Go to [www.fepblue.org](http://www.fepblue.org) or call 888-258-3432 toll-free to check out these valuable easy-to-use services:

- Talk directly with a **Registered Nurse** any time of the day or night via phone, secure email, or live chat. Ask questions and get medical advice. Please keep in mind that benefits for any healthcare services you may seek after using Health Tools are subject to the terms of your coverage under this Plan.
- **Personal Health Record** – Access your secure online personal health record for information such as the medications you’re taking, recent test results, and medical appointments. Update, store, and track health-related information at any time.
- **Blue Health Assessment** – Complete this online health and lifestyle questionnaire and receive additional assistance with your healthcare expenses. See below and page [126](#) for more information.
- **Online Health Coach (OHC)** – Manage your health proactively by setting and managing health goals, create a plan of care, track your progress, and pursue healthy activities. The OHC offers members a combination of guidance, support, and resources.
- **Tobacco Cessation Incentive Program** – If you would like to quit smoking, you can participate in this program and receive tobacco cessation products at no charge. Create a Tobacco Cessation Quit Plan using our Online Health Coach. You will then be eligible to receive certain smoking and tobacco cessation medications at no charge. Both prescription and over-the-counter (OTC) tobacco cessation products obtained from a Preferred retail pharmacy are included in this program. See page [117](#) for more information.  
Note: There may be age-restrictions based on U.S. FDA guidelines for these medications.
- **Health Topics and WebMD Videos** offer an extensive variety of educational tools using videos, recorded messages, and colorful online materials that provide up-to-date information about a wide range of health-related topics.

**Services for the Deaf and Hearing Impaired**

All Blue Cross and Blue Shield Plans provide TTY access for the hearing impaired to access information and receive answers to their questions.

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**Web Accessibility for the Visually Impaired**

Our website, [www.fepblue.org](http://www.fepblue.org), adheres to the most current Section 508 Web accessibility standards to ensure that visitors with visual impairments can use the site with ease.

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**Travel Benefit/Services Overseas**

Please refer to Section 5(i) for benefit and claims information for care you receive outside the United States, Puerto Rico, and the U.S. Virgin Islands.

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**Healthy Families**

Our Healthy Families suite of resources is for families with children and teens, ages 2 to 19. Healthy Families provides activities and tools to help parents teach their children about weight management, nutrition, physical activity, and personal well-being. For more information, go to [www.fepblue.org](http://www.fepblue.org).

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**Diabetes Management Program**

The Diabetes Management Program is a program to help members with diabetes manage their condition. All members with type 1 and type 2 diabetes, including those for whom Medicare is primary, are eligible for this program. You will receive a free glucose meter and have unlimited test strips and lancets shipped directly to you. Automated reordering is based on your usage. Personalized coaching and support are also provided. The program offers live interventions triggered by acute alerts based on your glucose meter test results. Member support is offered 24/7/365. For more information go to [www.fepblue.org/diabetes](http://www.fepblue.org/diabetes).

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**Blue Health Assessment**

The **Blue Health Assessment (BHA)** questionnaire is an easy and engaging online health evaluation program which can be completed in 10-15 minutes. Your BHA answers are evaluated to create a unique health action plan. Based on the results of your BHA, you can select personalized goals, receive supportive advice, and easily track your progress through our Online Health Coach.

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