BlueCross BlueShield of Illinois



Your Wellness Benefits and Plan Tools

Your plan includes extra health and wellness benefits to support your care. This guide highlights helpful plan tools and contact information so you can easily use your benefits.

Check your Evidence of Coverage for more information or call the Customer Service number listed on the back of your member ID card.

We are open 8 a.m. – 8 p.m., local time, 7 days a week. If you are calling from April 1 through September 30, alternate technologies (for example, voicemail) will be used on weekends and holidays.

24/7 Nurseline

Your health questions can be answered by a registered nurse. This service is available 24 hours a day, 7 days a week. Get help with health concerns such as asthma, back pain, chronic health problems and more. **You can reach the 24/7 Nurseline at 1-800-631-7023 (TTY 711)**.

Blue365® Discount Program

Blue365 offers savings on health and wellness products and services such as contacts, dental care, fitness devices, glasses, healthy meals, hearing aids, clothes and shoes, and more from trusted retailers. Availability of discounts is subject to change.
See all the deals and learn more at www.blue365deals.com/bcbsil.

MDLIVE® Virtual Visits

Meet with an independently contracted, board-certified MDLIVE provider for non-emergency medical conditions and mental health support, including therapy and psychiatric care. You can meet by phone, mobile app or online video 24 hours a day, 7 days a week. Note: Your primary care provider may also offer virtual visits.
Visit www.mdlive.com/bcbsil-medicare or call 1-866-954-3584 (TTY 1-800-770-5531).

Rewards Program

Earn up to $100 in gift cards from national retailers for completing Healthy Actions, such as scheduling your Annual Wellness Visit, getting a flu shot, or getting your fall risk assessment.
Visit www.BlueRewardsIL.com and log in to learn more.

SilverSneakers® Fitness Program

SilverSneakers offers fitness classes led by certified instructors, thousands of fitness locations nationwide, and a welcoming community where you can have fun with friends and meet new people. Virtual classes are also available.
For more information, visit www.silversneakers.com or call 1-866-584-7389 (TTY 711).

Blue Access for Members℠

Register for BAM℠ at mybam.bcbsil.com.

BAM is a secure website and, along with our mobile app, is designed to give you quick, easy access to the health information you need. You can:

- Access your Evidence of Coverage.
- View claims status and up to 18 months of activity.
- Search for providers.
- Request an ID card or print a temporary ID.
- And much more.

Try the 'Guide Me Through' tool on the BAM site for a helpful overview.
If you already have a BAM account, you will not need to create a new one.

Connect Community

Connect is a fun way to interact with other members through our online blog-style format. Learn about health and wellness, benefits and coverage, how health insurance works and much more.
Connect at http://connect.bcbsil.com/medicare.

This is not a complete description of benefits. Please refer to your plan documents for details.

The relationship between these vendors and Blue Cross and Blue Shield of Illinois is that of independent contractors.

BCBSIL makes no endorsement, representations or warranties regarding any products or services offered by the above-mentioned vendors.

Blue365 is a discount program only for BCBSIL members. This is NOT insurance. Some of the services offered through this program may be covered under your health plan. Employees should check their benefit booklet or call the Customer Service number on the back of their ID card for specific benefit facts. Use of Blue365 does not change monthly payments, nor do costs of the services or products count toward any maximums and/or plan deductibles. Discounts are only given through vendors that take part in this program. BCBSIL does not guarantee or make any claims or recommendations about the program's services or products. Members should consult their doctor before using these services and products. BCBSIL reserves the right to stop or change this program at any time without notice.

Virtual Visits may be limited by plan. For providers licensed in New Mexico and the District of Columbia, Urgent Care service is limited to interactive online video; Behavioral Health service requires video for the initial visit but may use video or audio for follow-up visits, based on the provider's clinical judgment. Behavioral Health is not available on all plans.

MDLIVE is a separate company that operates and administers Virtual Visits for Blue Cross and Blue Shield of Illinois. MDLIVE is solely responsible for its operations and for those of its contracted providers. MDLIVE® and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without permission.

The Healthy Activity Portal is a website owned and operated by HealthMine, Inc., an independent company that has contracted with Blue Cross and Blue Shield of Illinois to provide digital health and personal clinical engagement tools and services for members with coverage through BCBSIL. BCBSIL makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

Registration is required to participate. Visit www.BlueRewardsIL.com to register and see what Healthy Actions earn rewards. Maximum annual rewards of $100 in gift cards. One reward per Healthy Action per year. Healthy Action dates of service must be in the current plan year. Healthy Actions that earn rewards are subject to change.

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Blue Cross Group Medicare Advantage (HMO)
HMO employer/union group plans are provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC)-H3822, HCSC Insurance Services Company (HISC)-H9706 and GHS Insurance Company (GHSIC)-H8133 and H8544. HCSC, HISC and GHSIC are Independent Licensees of the Blue Cross and Blue Shield Association. HCSC, HISC and GHSIC are Medicare Advantage organizations with Medicare contracts. Enrollment in these plans depends on contract renewal.

Blue Cross Group Medicare Advantage (PPO)
PPO employer/union group plans provided by Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC)-H0107 and H8634, and HCSC Insurance Services Company (HISC)-H1666. HCSC and HISC are Independent Licensees of the Blue Cross and Blue Shield Association. HCSC and HISC are Medicare Advantage organizations with Medicare contracts. Enrollment in these plans depends on contract renewal.