



BlueCross BlueShield
of Illinois



LEVEL UP: Tools & Resources to Improve Health Outcomes and Avoid Penalties



November 2nd

RR Donnelley Custom Website

Number one resource for
you.
Website is on the back of
your ID card.



www.bcbsil.com/rrd
Health Advocate 1-800-537-9765

Preauth is required before rendering services for IP, SNF admission, home health/infusion care, private duty nursing services, emergency medical or BH admission. Preauth may be required for OP services including, but not limited to, sleep study, radiology, cardiology and MSK. Check member benefits prior to rendering service.
Provider: File medical claims with your local BCBS Plan.

MDLive.com/bcbsil

Deductible Information
Family In Network \$7,000
Family Out of Network Met with In Network

Out of Pocket Maximum Information
Ind/Fam In Network \$6,900/\$13,800
Ind/Fam Out of Network Met with In Network

BlueCross BlueShield of Illinois, an independent licensee of the BlueCross BlueShield Association, provides claims processing only and assumes no financial risk for claims.

BlueCross BlueShield of Illinois

rrd COMMUNICATIONS ENABLED

Coverage and Benefits Doctors and Hospitals Health Advocacy Health and Wellbeing Tools and Services Contact Us Log In

Health Advocacy Solutions

You have access to a health advocate to help navigate your health care journey.

Learn more

<https://www.bcbsil.com/rrd>

Health Advocate
1-800-537-9765

Go Digital

Email and text options are easy ways to keep track of your health benefits information. You'll get quick access to your claims status, plan details, ways to save and more.

[Update your preferences](#)

Find a Doctor or Hospital

Get access to a wide network of contracting doctors and hospitals, which may help you save money.

[Learn more about a virtual visit](#)

[Find a doctor or hospital](#)

Online Tools and Services

Blue Access for MembersSM is your online resource for managing your health care coverage. [Log in](#) to check your claim status, order a replacement ID card and much more.

[Learn about other tools and services](#)

THE ONLY ONE YOU NEED

ONE
ID CARD

ONE
NUMBER

ONE
POINT OF
CONTACT

www.bcbsil.com



**BlueCross BlueShield
of Illinois**

Health Advocate 1-800-537-9765

Preauth is required before rendering services for IP, SNF admission, home health/infusion care, private duty nursing services, emergency medical or BH admission. Preauth may be required for OP services including, but not limited to, advanced imaging, cardiology, sleep study, pain management, joint/spine surgery, radiation therapy or genetic testing. Check member benefits prior to rendering service. Provider: File medical claims with your local BCBS Plan.

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Your BCBSIL ID Cards

All employees will receive new ID cards.

You should receive your new ID cards by **Dec. 31, 2023.**



Two ID cards are provided for family coverage.

You can call Customer Service or log on to **Blue Access for MembersSM** to order additional or replacement ID cards.



Take the easy path to better health...

Your Health Advocate is your dedicated health care concierge.

Your Personal Health Advocate: One call that does it all

Whether you are concerned about:

- Your benefits
- Scheduling appointments
- Avoiding Penalties
- An illness or a new diagnosis
- Upcoming surgery
- Getting prior authorization for a service
- Saving money on health care

Your Health Advocate has answers.

**We're here for you 24/7, just call
1-800-537-9765 on back of ID CARD**

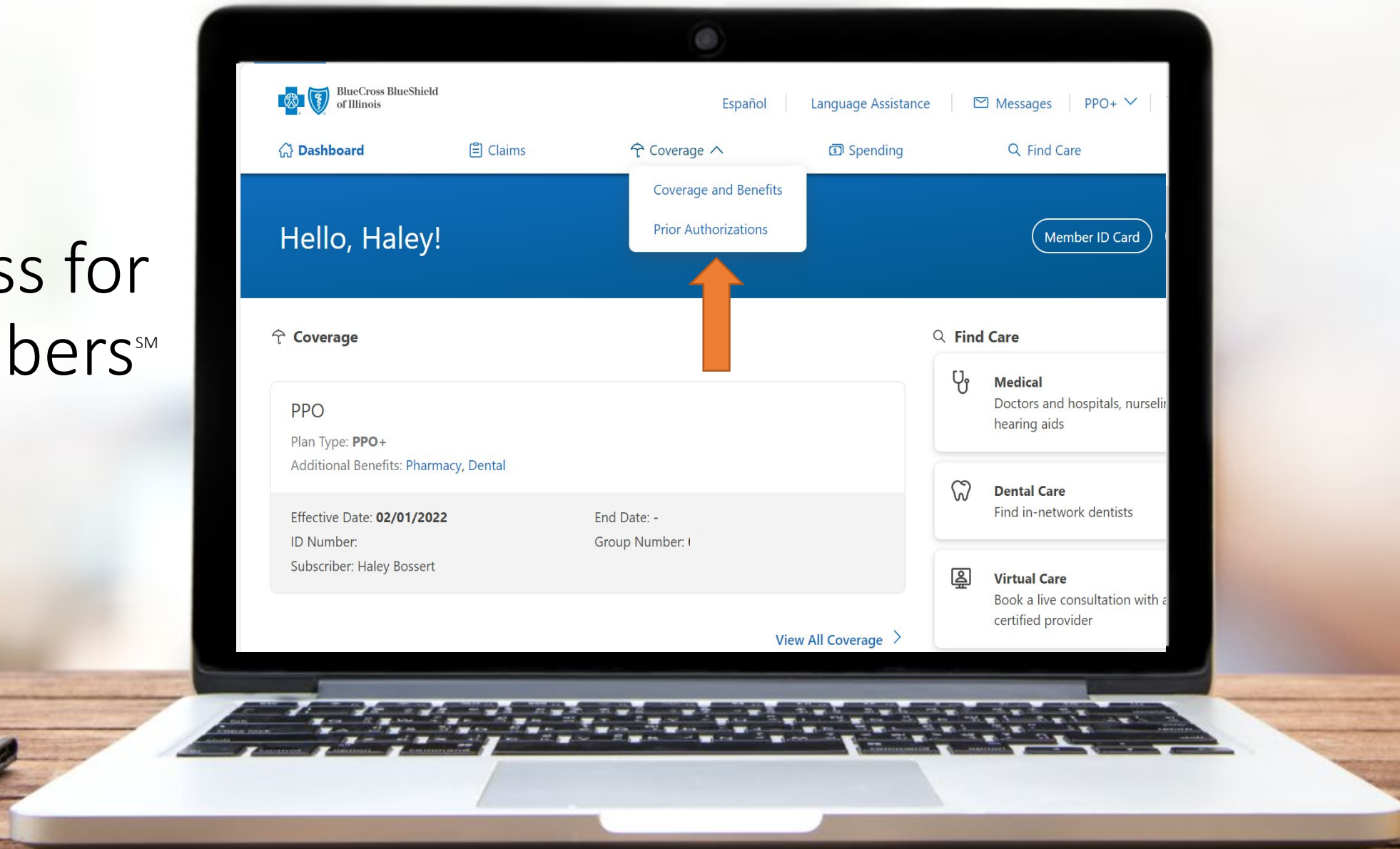
*In case of a medical emergency, call 911.

Prior Authorization(PA)

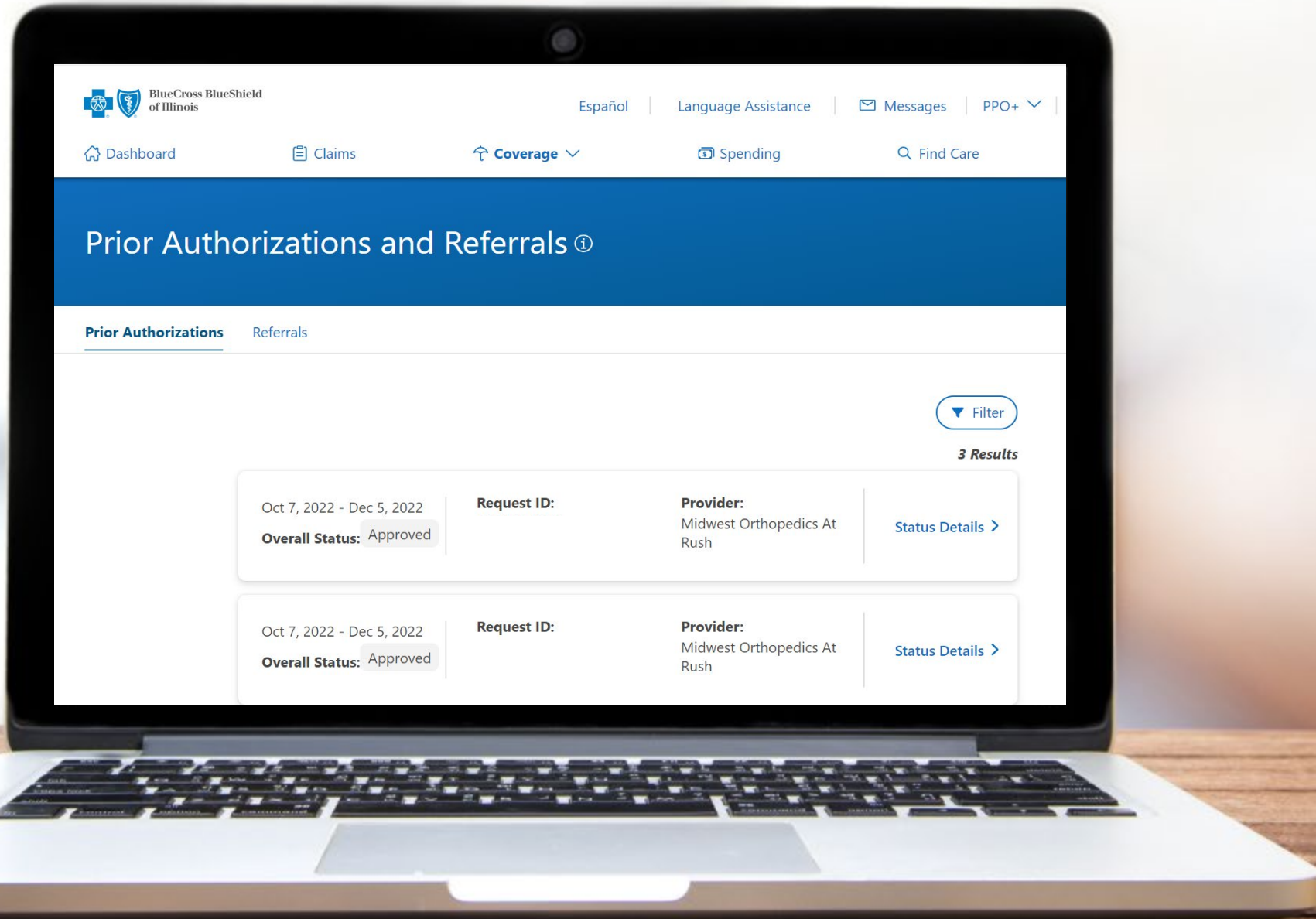
- Prior authorization is a process used to determine whether a medical service meets the requirements for health plan coverage.
- You need to have prior authorization for some types of medical care such as:
 - Hospital stays
 - MRI, CT, X-rays
 - Surgery
- Your network provider will usually take care of prior authorization. To be sure, call a Health Advocate before your service.
- **Your plan requires you to call your Health Advocate prior to MRI or CT scans. Up to \$200 dollar out of pocket penalty if not!!!**



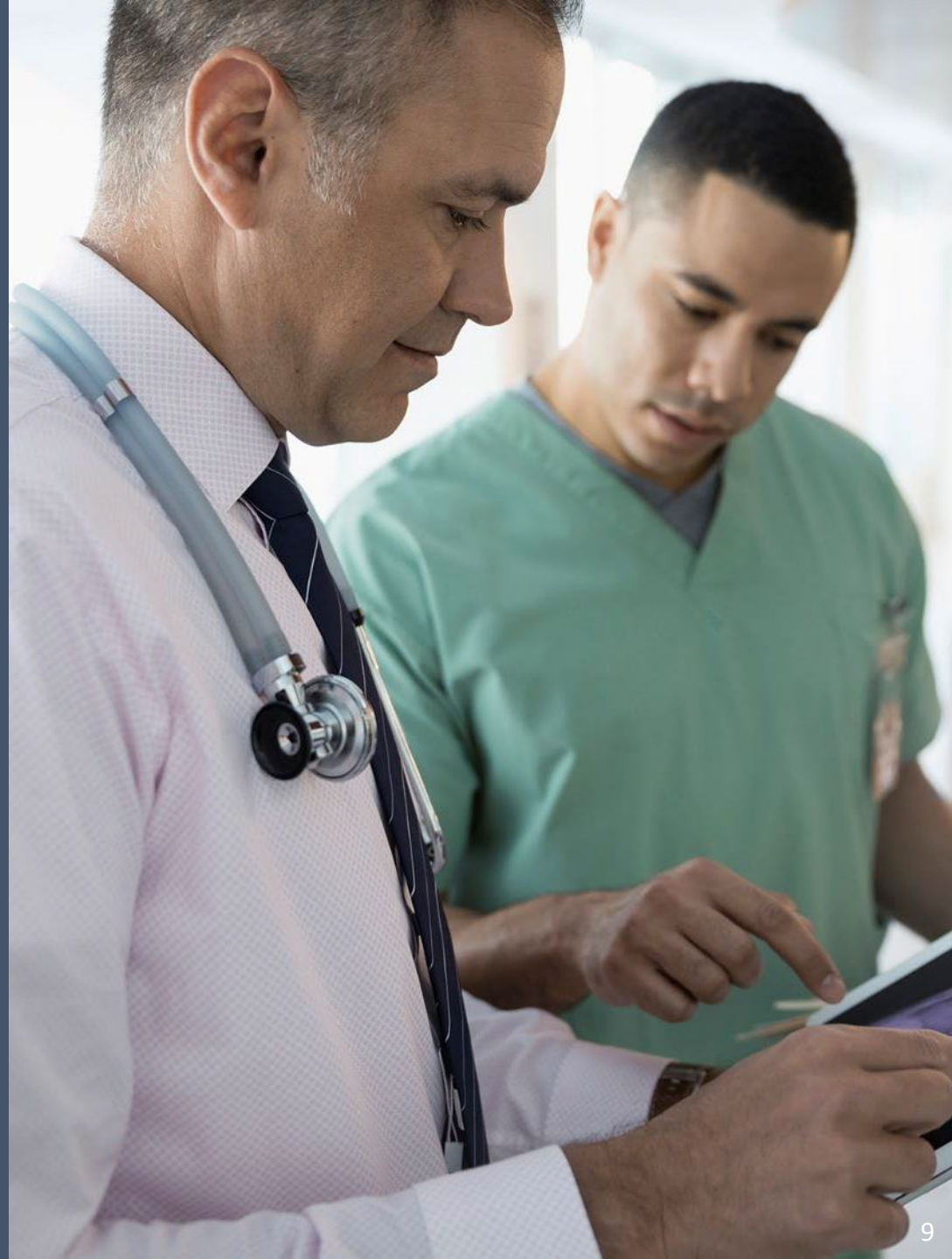
Blue Access for MembersSM



Blue Access for MembersSM



Member Rewards



Get Paid With Member Rewards

Earn cash back on medical care! Here's how:

- 1** Use the Member Rewards program by searching in BAM with Provider Finder[®] or call a Health Advocate to find and select a quality, lower-cost, reward-eligible provider.
- 2** You visit your chosen reward-eligible provider
- 3** The claim is paid and so are you!

Member Rewards verifies the provider or service qualifies for a reward and you get a check in the mail from Zelis (our program's vendor).

MDX Medical, LLC dba Sapphire Digital, a Zelis company, is an independent company that has contracted with Blue Cross and Blue Shield of Illinois to administer the Member Rewards program for members with coverage through BCBSIL. Reward-eligible options and reward amounts are subject to change. Eligibility for rewards is subject to terms and conditions of the Member Rewards program. Amounts received through Member Rewards may be taxable. BCBSIL does not provide tax advice. Members that have primary coverage with Medicaid or Medicare are not eligible to receive incentive rewards under the Member Rewards program. BCBSIL makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

Did you know that prices for the same quality medical care can differ by thousands of dollars?



Blue Access for MembersSM

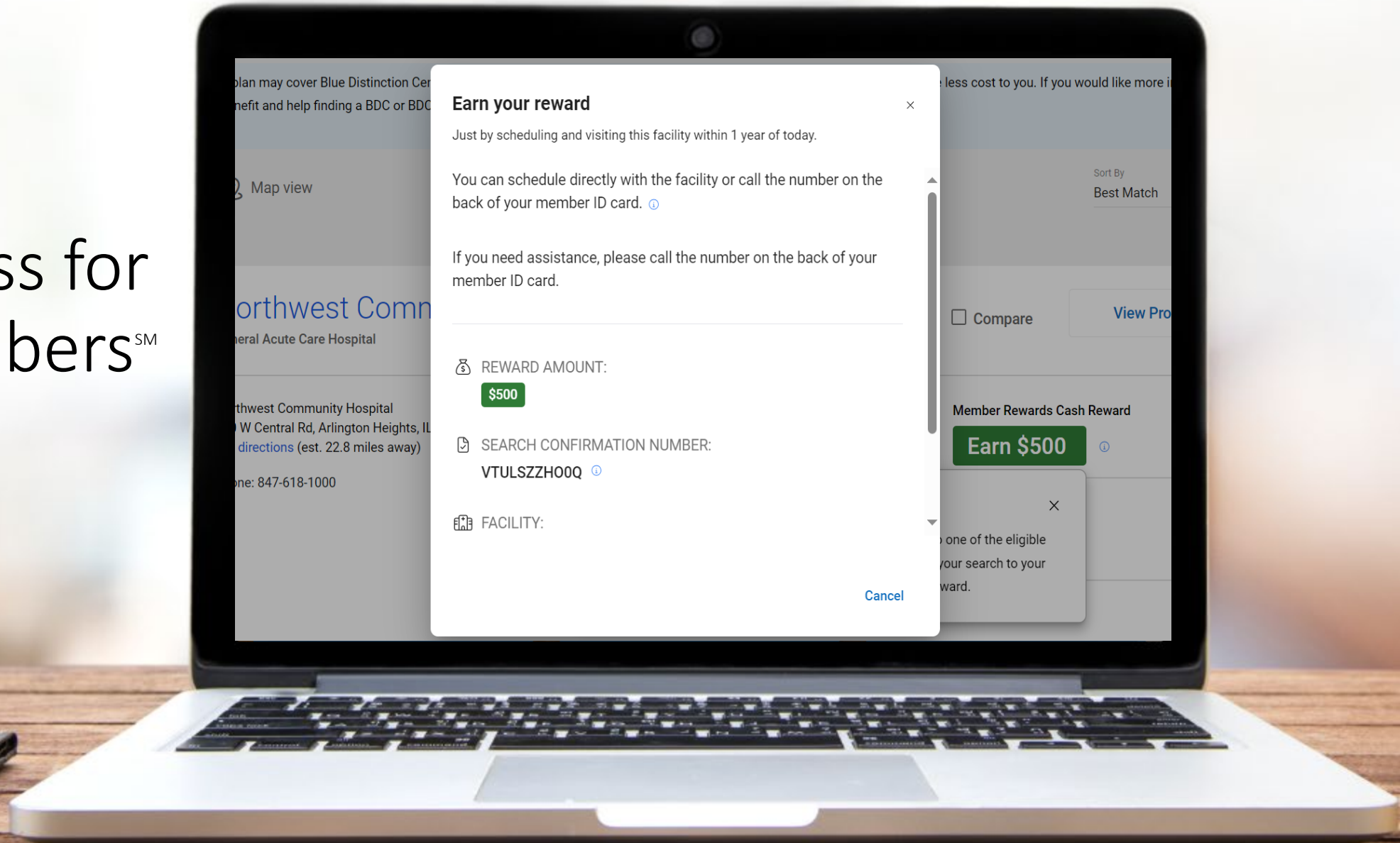
The screenshot displays the BlueCross BlueShield of Illinois website interface. At the top left is the company logo. The top right shows a language dropdown set to 'English', a link for 'About Member Rewards', and a user profile for 'Haley Bossert'. Below the header is a search bar containing 'Knee Replacement' and a 'Browse by Category' button. To the right of the search bar are dropdown menus for 'Network' (set to 'PPO (Participating Provi...') and 'City, state or zip' (set to 'Chicago, IL - 60611').

The main content area features a blue background with the heading 'About Knee Replacement' and a sub-heading 'Knee Repealment is surgery to replace the knee with an artificial joint.' To the right, a box displays 'Estimated Costs for Haley Bossert' as '\$646' and a green button for 'Member Rewards Cash Rewards' that says 'Earn up to \$500'. A 'Clear All' link is located below the filters.

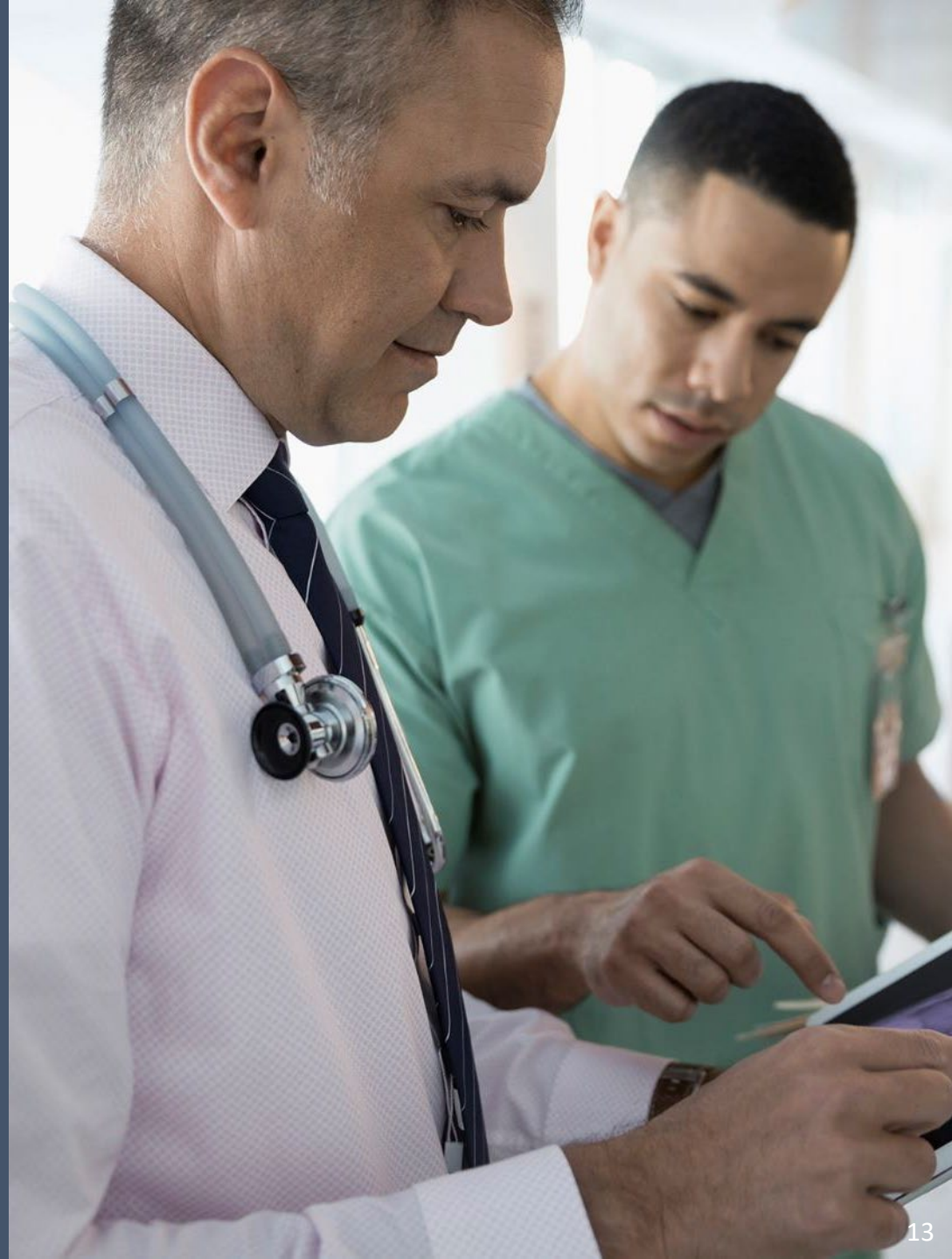
A horizontal filter bar contains several dropdown menus: 'All Specialties', 'All Tiers', 'All People & Places', 'All Genders', 'All Patient Ratings', 'All Blue Distinction...', and 'More Filters'. Below this bar, a 'VIEW ONLY:' section has two checkboxes: 'Member Rewards Only' (unchecked) and 'Providers with Verified Contact Information' (checked).

At the bottom, a light blue informational box contains a message: 'Your benefit plan may cover Blue Distinction Centers (BDC) and Blue Distinction Centers+ (BDC+) as a higher level of benefits, which will be less cost to you. If you would like more information about this benefit and help finding a BDC or BDC+ provider, please call the phone number on the back of your ID card for assistance.'

Blue Access for MembersSM



Blue Distinction[®] Specialty
Care



Blue Distinction® Specialty Care Program

Hospitals may all look the same, but there are often differences in the quality of care you receive depending on the facility you choose.

The choices you make matter when it comes to your health care.

Hospitals and medical facilities with superior expertise in delivering higher-quality health care in the following specialties. RR Donnelley has a richer benefit if you seek the below services at a BDC/BDC+



Knee and Hip Replacement



Spine Surgery



Cardiac Care



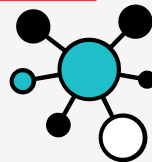
Transplants



Bariatric Surgery



Maternity Care



CAR-T



Gene Therapy



Fertility Care



Substance Use Treatment and Recovery

Specialty Care Benefits

Choose a Blue Distinction[®] facility for care in these specialties for the **highest level** of benefits.

- Bariatric surgery
- Cardiac care
- Knee and hip replacement
- Spine surgery
- Transplants

Copay and HSA ADVANTAGE Plans

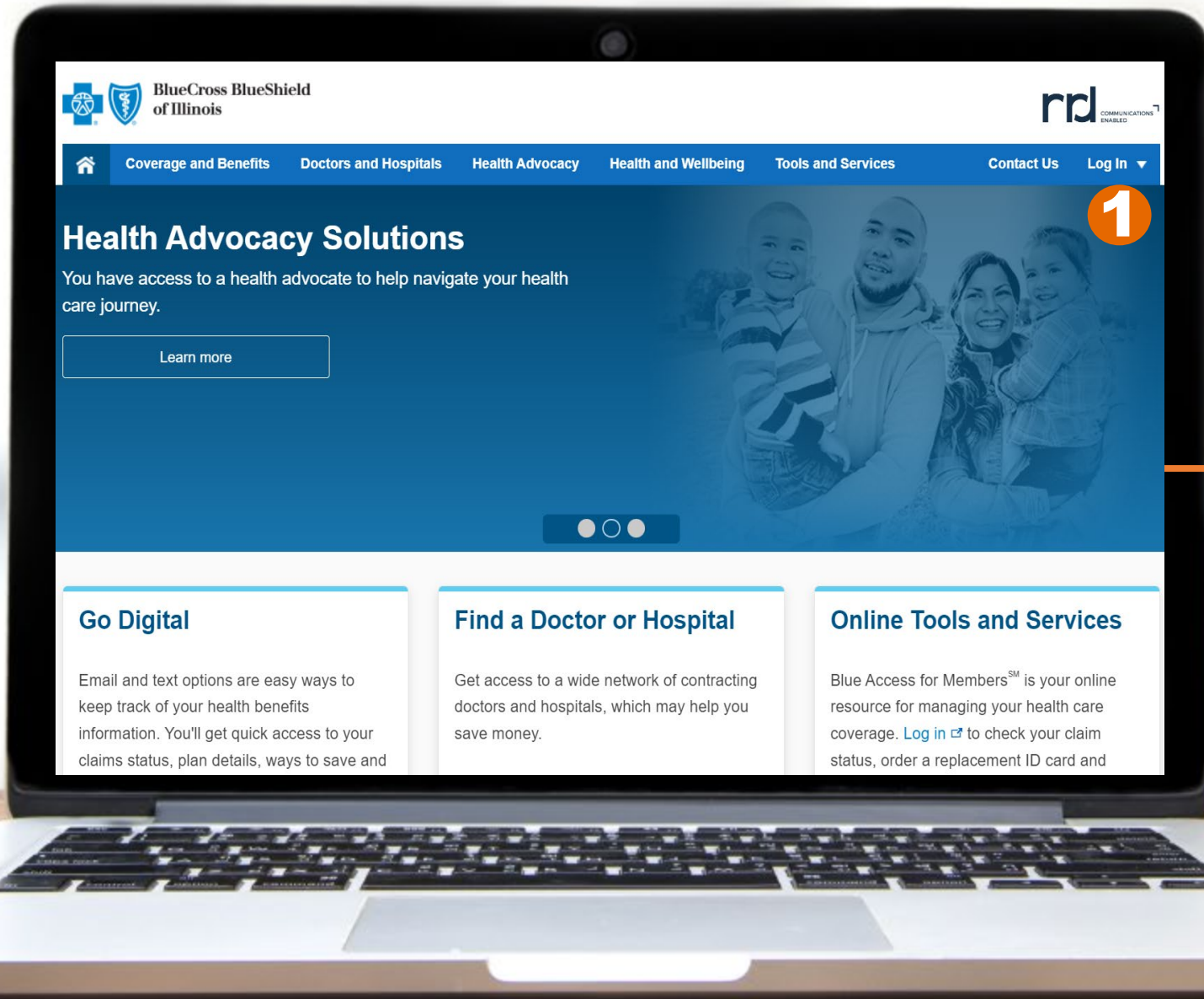
1. Blue Distinction [®] Center+
20%
2. Blue Distinction [®] Center
20%
3. PPO In-Network
40%

Copay and HSA **VALUE** Plans

1. Blue Distinction [®] Center+
25%
2. Blue Distinction [®] Center
25%
3. PPO In-Network
45%

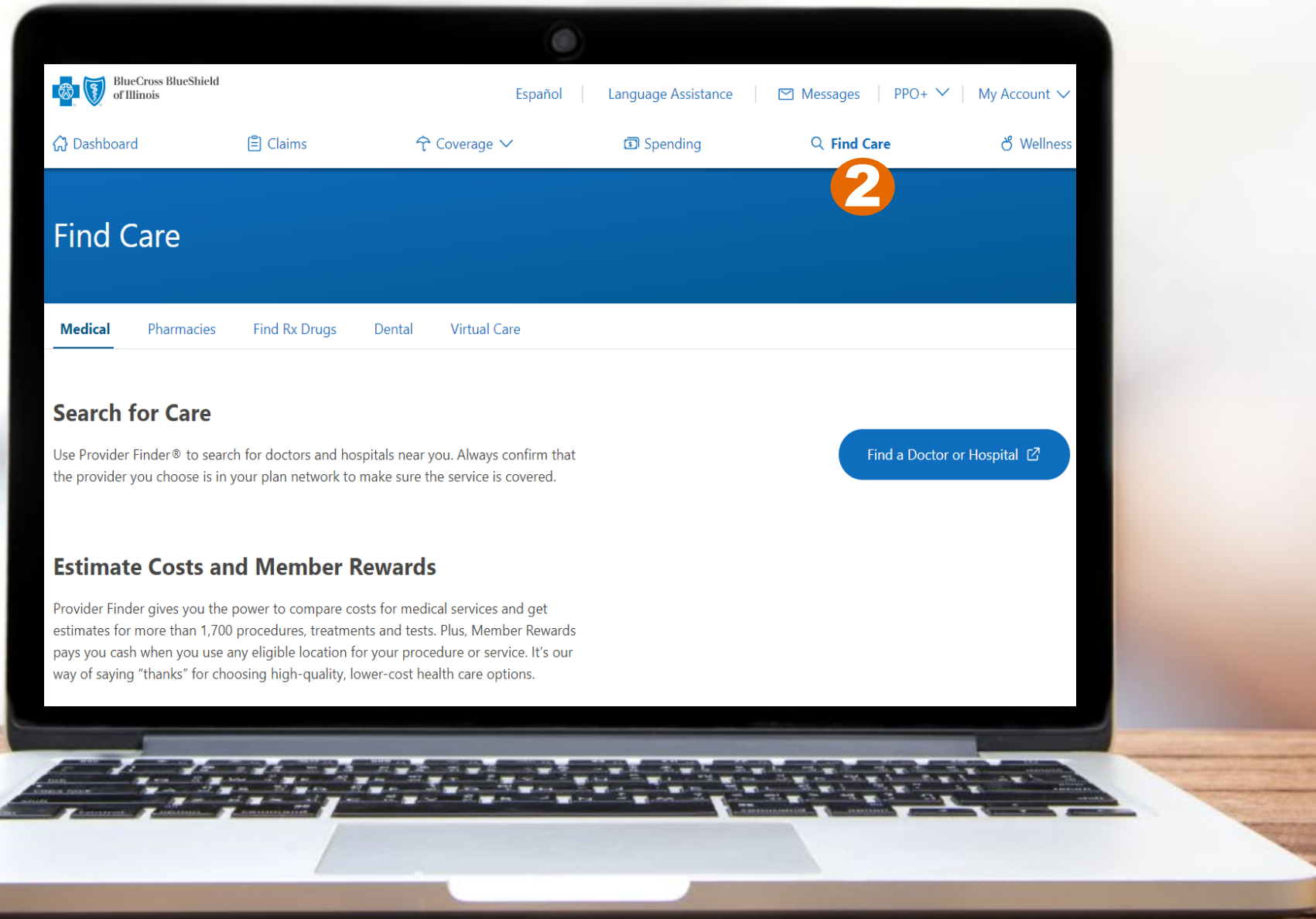
There are approximately 2,480 BDCs nationwide

Blue Access for MembersSM



Go to bcbsil.com/rrd and log in or sign up for **Blue Access for Members (BAMSM)**

Blue Access for MembersSM



Blue Access for MembersSM

Clear All

All Specialties ▾ All Tiers ▾ All People & P... ▾ All Genders ▾ All Patient Rat... ▾ All Blue Distin... ▾ More Filters ▾


VIEW ONLY: Member Rewards Only Providers with Verified Contact Information

i We are unable to provide the member cost for this benefit at this time. Please see your benefit highlight sheet or contact the... [View More](#)

Your benefits plan may cover Blue Distinction Plus and Blue Distinction Centers at a higher level of benefits, which will be less... [View More](#)

List view Map view Sort By Best Match ▾

Providers:



Northwest Community Hospital

General Acute Care Hospital Compare [View Profile](#)

Northwest Community Hospital
800 W Central Rd, Arlington Heights, IL
60005
[Get directions](#) (est. 22.8 miles away)
Phone: 847-618-1000

3.7 ★★☆☆ (3)
 Blue Distinction Plus + 6 More Awards

Member Rewards Cash Reward
Earn \$500 ⓘ
Your Total Procedure Cost

Summary

- Prior Authorization (pre-approval of health care services)
- Avoiding penalties on MRI and CT scans
- Member Rewards (cash incentives when you shop for health care services)
- Blue Distinctions Centers (centers of excellence)





BlueCross BlueShield
of Illinois



THANK YOU!

Question and Answer via Chat