IT'S TIME FOR A CHANGE
WELLMARK BLUE CROSS BLUE SHIELD
It’s Time for a Change

2020 MEDICAL PLAN

- Medical plan is moving from UMR to Wellmark BCBS
- Right thing to do for our employees and their families
- Agenda
  - Why are we making this change?
  - Overview of member resources & tools
  - Introduction to Provider Directory
  - Overview of Naturally Slim ® Weight Management Program
  - Overview of Flexible Spending Accounts transition
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WHAT’S IN IT FOR ME?

- Wider network with better discounts-more chiropractors & mental health providers
- Faster claims processing
- Access to tools and services such as:
  - Doctor on Demand®
  - myWellmark® Member Services
  - National Provider Directory
- Naturally Slim® Weight Management Program
- NO CHANGES TO CURRENT MEDICAL OR PRESCRIPTION DRUG PLANS!
MEMBER TOOLS

- myWellmark® Member Services
- Provider Directory
- Doctor on Demand® Telemedicine Services
- Blue365℠
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myWellmark® MEMBER SERVICES

- All your medical information in one place
- Keep track of claims activity
- View detailed benefit summaries
- Estimate the cost of certain procedures before you go to the doctor
- Find a provider in your network
- Mobile app
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myWellmark® MEMBER SERVICES

To register and log in to myWellmark® Member Services:

1. Go to https://www.wellmark.com/
2. Click on “Log In/Register” in the upper right corner
3. Input your ID card #, last four digits of SSN and DOB to register
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PROVIDER DIRECTORY

1. Go to https://www.wellmark.com/finder
2. Click on “Find a Provider or Facility”
3. Click “Continue to New Site”
4. Follow directions to search for your plan by entering your location
5. Use your ID card to find your three-letter prefix OR browse a list of plans
6. Your plan is in the Wellmark PPO Network and the product is Alliance Select
7. Search for your provider from the options listed
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DOCTOR ON DEMAND

- Access a US board-certified doctor via online video chat
- Available 24/7
- Treat non-emergency conditions such as:
  - Cold & flu
  - Allergies
  - Sinus infections
  - Rashes
- Send in prescription drugs (if needed) to your preferred pharmacy
- **Please note:** This service is NOT for use in emergency situations
- **To use:**
  - Go to https://www.doctorondemand.com/
  - Click on “Join Now”
  - Input your email, DOB and create a password
  - Click “Create Account”
  - Follow instructions to input insurance information (have your medical ID card with you)
  - Include preferred payment method
- The cost for a visit is the same as a visit to your doctor’s office
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Blue365®

➢ As a Wellmark member, you have access to discounts for:
  • Gym memberships
  • Fitness gear
  • Activity trackers
  • Healthy eating options
  • Personal care

And much more!

➢ To access Blue365®:
  • Go to https://www.blue365deals.com/
  • Click “Join” at the top of the page
  • Enter the first 3 characters on your member ID card

➢ You can also log in to your myWellmark® page to access
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NEW ID CARDS

- You will receive a new ID card from Wellmark in the mail
- **Check your mail the fourth week of March!**
- Show your new card at the doctor and pharmacy
- If you do not receive your card, please reach out to the TrueAdvocate Team at:
  - **Phone:** 888-655-9980
  - **Email:** trueadvocate@truenorthcompanies.com
- If you need to order a new ID card or need an extra one:
  - Go to [https://ordid.wellmark.com/member/idcards/](https://ordid.wellmark.com/member/idcards/)
  - Input the correct policyholder information
  - Hit the “Submit” button
  - The new card will be sent to the address that Wellmark BCBS has on file
- **Please note:** If you lose your card or it is stolen, make sure to call Member Services at **800-524-9242** and order a new one.
- **Tip:** Treat your ID card like a credit card

**Remember:** You can also access your ID card information on the [Wellmark BCBS Mobile App](https://ordid.wellmark.com/member/idcards/) or [myWellmark®](https://ordid.wellmark.com/member/idcards/).
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NATURALLY SLIM®

- Replaces Real Appeal®
- Lose weight by changing the way you think about eating
- Consists of online videos and an interactive dashboard
- Initial program is 10 weeks followed by reinforcement and maintenance programs
- Access to an online support community

Please note: Those who are active participants in the Real Appeal® Program will be able to continue on until your 52 weeks of eligibility are up. After that, you can continue to log in as long as you don’t become inactive for 6 + weeks.

10.60- average pounds lost after first 10 weeks*
55% - percentage of participants who reversed their diabetes risk*
50.70% - percentage of participants reversed their metabolic syndrome*

* Results are based on published study in Journal of Metabolic Syndrome & Related Disorders.
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**FLEXIBLE SPENDING ACCOUNTS**

- We will be making a transition to *Discovery Benefits* as of July 1, 2020
- **What this means:**
  - UMR will continue to pay out claims for the current plan year
  - UMR will also process run-out for 90 days for claims incurred before June 30\(^{th}\)
  - **IMPORTANT:** Auto-reimbursement of claims will stop as of April 1\(^{st}\)
  - **IMPORTANT:** Any claims that are filed after April 1\(^{st}\) must be submitted to UMR manually via email or on the UMR web portal
- **Please note:** The UMR portal will remain available for 12 months after the transition to Wellmark so you can access claims information and other important documents
HAVE QUESTIONS?

Contact the TrueAdvocate Team

- Available Monday – Friday from 7:30 am – 5pm
- **Phone number:** 888-655-9980
- **Email:** trueadvocate@truenorthcompanies.com