

Welcome to a more secure future

Your quick start guide



Arkansas
BlueCross BlueShield
An Independent Licensee of the Blue Cross and Blue Shield Association

| **blueprint**

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Your Coverage & Benefits

Get help when you need it

Customer service

1-800-238-8379

arkbluecross.com/contact

Arkansas Blue Cross and Blue Shield

P.O. Box 2181

Little Rock, AR 72203-2181

Visit your nearest ArkansasBlue welcome center

arkbluecross.com/locations

Find us online:

Website

arkansasbluecross.com



Facebook

facebook.com/ArkansasBlueCross

Twitter

twitter.com/arkbluecross

Instagram

instagram.com/arkansasbluecross



Call, email or visit



Sign up for Blueprint Portal to access your plan

Manage your plan with Blueprint Portal

Blueprint Portal is an online member portal that gives you 24/7 access to your health plan information.

With Blueprint Portal, you can:

- Find a doctor or hospital
- Estimate your treatment costs
- View who is covered on your plan
- Review status of claims and claims history
- View your personal health record
- Request inpatient medical admission
- View your member ID card or order a replacement
- Pay your premium bill

How to register for Blueprint Portal

You'll need your member ID number from your welcome letter or our member ID card. Go to arkbluecross.com/blueprintportal. Select "Register" to get started.

OR download and register through our Blueprint Portal Mobile app,

available on



ID card and coverage start date

Arkansas
BlueCross BlueShield

Member Name:
JOHN L DOE

Member DOB:
04/18/1940

1 Member ID:
ZZZ123456789

Group #:
0123456789 **2**

3 Type of coverage:
Medicare Supplement Insurance

- 1. Member id number** – Helps use identify who you are, the type of plan you have and how your claims are paid.
- 2. Group number** – Used to check your plan’s benefits
- 3. Type of Plan** – Lets you know what kind of coverage you have

Your card may look slightly different or have different information based on the health plan you have.

Your member ID card is your ticket to healthcare

You will receive your member ID card after enrollment. You'll want to carry it with you when seeking care so your healthcare provider can see what type of insurance coverage you have.

You'll need your member ID card anytime you visit a:



Doctor



Pharmacy



Hospital



Anywhere you get
healthcare services



Find a digital copy
of your ID card on:

Blueprint Portal
blueprintportal.com

Download the app

Available on the  



Your coverage

Coverage start date

The coverage start date is the day you can begin using your insurance. Your plan will not cover any medical costs until the coverage start date. You can find your coverage start date by logging into your Blueprint Portal account and looking at the top right of the page. (For more information about signing up for a Blueprint Portal account, see page 5.)

What's Covered?

Find out what appointments, tests and services are covered by Medicare:

<https://www.medicare.gov/coverage>

Find out if your appointment, test or service is covered by Arkansas Blue Cross:

- Calling **1-800-238-8379**
- Visiting https://secure.arkansasbluecross.com/members/coverage_policy.aspx

Vision Care Program

As part of your Medicare Supplement plan, you are enrolled in our vision care program.

This program provides you with:

- Asymptomatic eye examinations at no cost
- 15% discount off the price of eyeglass lenses, frames, tints and coating
- 15% discount on regular wear contact lenses or 5% discount on disposable contact lenses

For more information including a list of participating providers, visit

arkbluecross.com/mpvision or call **1-800-338-2312**.



Find your Care Team

Access to any doctors and hospitals who accept medicare patients

With your Arkansas Blue Cross Medicare Supplement plan, you can go to any doctor or hospital who accepts Medicare patients.

Find care at any time!

1. Visit arkansasbluecross.com/findcare.
2. Enter your member ID number OR select your network to start search.
3. Follow the search instructions to find your care. Search by doctor, hospital, procedure or condition.

Need to find a doctor or hospital outside of arkansas?

Call **1-800-MEDICARE (1-800.633.4227)**, 24 hours a day, 7 days a week.

Check costs

1. Log into Blueprint Portal, arkbluecross.com/blueprintportal
2. Search by entering a ZIP code and a treatment or service in the "Find Care & Costs" tool
3. Estimated costs are shown for each provider



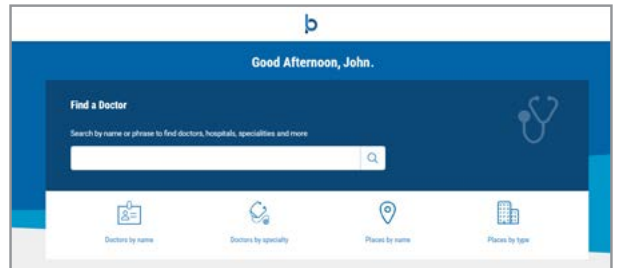
Choose your primary care provider

Finding the right family doctor is an important part of your health journey. A family doctor (also called a primary care provider, or PCP) knows you and your medical history. And, because you know your PCP, you'll be more likely to schedule regular appointments and ask questions about your health. Your PCP should be who you see when you're not feeling well, but also who you see for regular visits like your annual wellness exam.

Why do you need a family doctor?

A primary care provider will:

- Learn your health and lifestyle history
- Help you get medical screenings to detect illnesses early
- Prescribe medications
- Refer you to specialists when needed



You can choose a PCP through your Blueprint Portal account, blueprintportal.com.

Annual wellness exam

Medicare covers an annual wellness visit. Before you schedule an appointment, see which visit is right for you on page 13.

- Getting this exam each year will:
- Help you track your medical history
- Help your doctor improve your quality of care

Do you need help choosing a doctor or making an appointment?

No problem! You can call us at 800-800-4298 between 8 a.m. and 5 p.m. CST, Monday through Friday, to speak with a caring professional who can help you find quality medical care near you.



When to make an appointment

When you're healthy

Seeing doctors when you're healthy allows them to get to know you and watch for any health issues before they have a chance to become more serious. Once you've found a PCP, you can schedule your annual wellness visit right away. Before you schedule an appointment, see which visit is right for you on page 13.

When you're sick

If you're sick and need medical care, call your PCP right away to schedule an appointment. Catching any problems early on can help you make a full recovery faster. Your doctor knows your health history and how best to treat you; plus, it's less expensive than going to the emergency room.

When to visit the emergency room

- Suspected heart attack
- Stroke
- Poisoning
- Serious burns
- Severe shortness of breath
- Choking
- Broken bones
- Anything that could cause long-term damage



Important: Covered services for life-threatening emergencies will be paid whether it's in network or not, but routine or non-emergency services provided in the ER will not be covered.

Get Help Managing Your Health

Case management

Work with a case manager to:

- Maximize the benefits available under your plan
- Learn how to self-manage aspects of your care as deemed appropriate by your physician
- Understand your benefits and deal with the complexities of the healthcare system
- Identify lower cost alternatives to high-cost treatments

arkbluecross.com/casemanagement | 1-800-238-8379

Your Preventive Care Plan

Schedule Your Annual Wellness Visit


Which Annual Wellness Visit should you schedule?

If you are within your first 12 months of having Part B and haven't already completed your "Welcome to Medicare Preventive Visit,"

- Schedule a "Welcome to Medicare Preventive Visit."
- Review the chart on the next page to confirm what is covered in this exam.
- When you call your doctor, confirm you are scheduling a Welcome to Medicare Preventive Visit.

If you have had Medicare Part B for longer than 12 months,

- Schedule an "Annual Wellness Visit."
- Review the chart on the next page to confirm what is covered in this exam.
- When you call your doctor, confirm you are scheduling an Annual Wellness Visit.



How are the "Welcome to Medicare Preventive Visit" and the "Annual Wellness Visit" different from a yearly physical exam?

- A yearly physical is a much more extensive examination and may also include a vital signs check, lung exam, head and neck exam, abdominal exam, neurological exam, dermatological exam and extremities exam.
- Clinical laboratory tests and evaluating and treating a medical problem are not included in either the Welcome to Medicare Visit or Annual Wellness Visit.

Annual Medicare Wellness Visits

Welcome to Medicare Preventive Visit	Annual Wellness Visit
<p>This one-time visit is designed to create a baseline for your health and a road-map for wellness.</p>	<p>The Annual Wellness Visit is a yearly appointment with your care provider to update your health records and ensure you are up-to-date on receiving preventive health care services (screenings and vaccinations).</p>
<p>What's covered?</p>	
<ul style="list-style-type: none"> ■ Creating your health risk assessment based on your medical and family history ■ Creating a list of your current prescriptions and supplements ■ Measuring your blood pressure, height and weight ■ Basic vision test ■ Review of movement ability and risk of falling ■ Written preventive screening plan for the next 5-10 years ■ Education, counseling and referrals ■ Depression screening ■ Advanced care (end of life) planning 	<ul style="list-style-type: none"> ■ Creating or updating your health risk assessment based on your medical and family history ■ Creating or updating your list of your current doctors and your current prescriptions and supplements ■ Measuring your blood pressure, height and weight ■ Screen for memory changes ■ Review of movement ability and risk of falling ■ Written preventive screening plan for the next 5-10 years ■ Education, counseling and referrals ■ Advanced care (end of life) planning
<p>What's NOT covered?</p>	
<ul style="list-style-type: none"> ■ Addressing specific medical conditions ■ Physical exam ■ New health problems you'd like your doctor to diagnose 	

You're free to move with SilverSneakers

SilverSneakers® is more than a fitness program. It's an opportunity to improve your health, gain confidence and connect with your community. Plus, it's included with select Medicare plans at no additional cost.

With SilverSneakers, you're free to move in the ways that work for you.

At home or on the go

- SilverSneakers On-Demand™ fitness classes available 24/7
- SilverSneakers LIVE virtual classes and workshops throughout the week
- SilverSneakers GO™ mobile app with adjustable workout plans and more

In participating fitness locations

- Thousands of participating locations¹ with various amenities
- Ability to enroll at multiple locations at any time
- SilverSneakers classes² designed for all levels

In your community

- Group activities and classes² offered outside the gym
- Events including shared meals, holiday celebrations and class socials

You may already have SilverSneakers. If your health plan offers it, you just need your member ID to get started. Visit the website below to find out.

[Find out if you have SilverSneakers and get started today.](#)

[SilverSneakers.com/StartHere](https://www.silversneakers.com/StartHere)

Questions? Call us.

1-888-423-4632 (TTY: 711) Monday – Friday 8 a.m. – 8 p.m. ET

Always talk with your doctor before starting an exercise program.

1. Participating locations ("PL") are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities are limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.
2. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.
3. 2019 SilverSneakers Annual Participant Survey

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Did you know?

86% of participants say SilverSneakers has improved their quality of life.³

How to pay your premium bill



Online

Make a payment with a check, credit or debit card at arkbluecross.com/paybill or through our secure member website, Blueprint Portal, at blueprintportal.com.

You'll need

Member ID, ZIP code and either bank account information, credit or debit card



Autopay

Sign up for free, monthly automatic payments with a check, credit or debit card. Learn more at arkbluecross.com/paybill.

You'll need

My Blueprint sign-in information and either bank account information, credit or debit card



Mobile app

Download the Arkansas Blue Cross and Blue Shield app and use the app to pay with a check, credit or debit card.

You'll need

Member ID, ZIP code and either bank account information, credit or debit card



Phone

800-354-9904

You'll need

Member ID, ZIP code and either bank account information, credit or debit card



In person

Your nearest Arkansas Blue Welcome Center: arkbluecross.com/locations

You'll need

Member ID or invoice number, credit or debit card, money order, cashier's check or check, cash



Mail

Arkansas Blue Cross Blue Shield- Exchange
P.O. Box 9183382
Chicago, IL 60691-3382

You'll need

Mail check or money order with your member ID or invoice number



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