



Unlock peace of mind with
Your quick start guide



Arkansas
BlueCross BlueShield

An Independent Licensee of the Blue Cross and Blue Shield Association



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Where to find us

Phone

800-800-4298

In person

Stop by or schedule an appointment at your nearest ArkansasBlue Welcome Center.
Find your location at arkbluecross.com/locations.

Email

exchangecustomerservice@arkbluecross.com

Online

arkansasbluecross.com

arkbluecross.com/arhome



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Call, email or visit us



Access your plan 24/7

Manage your plan with Blueprint Portal

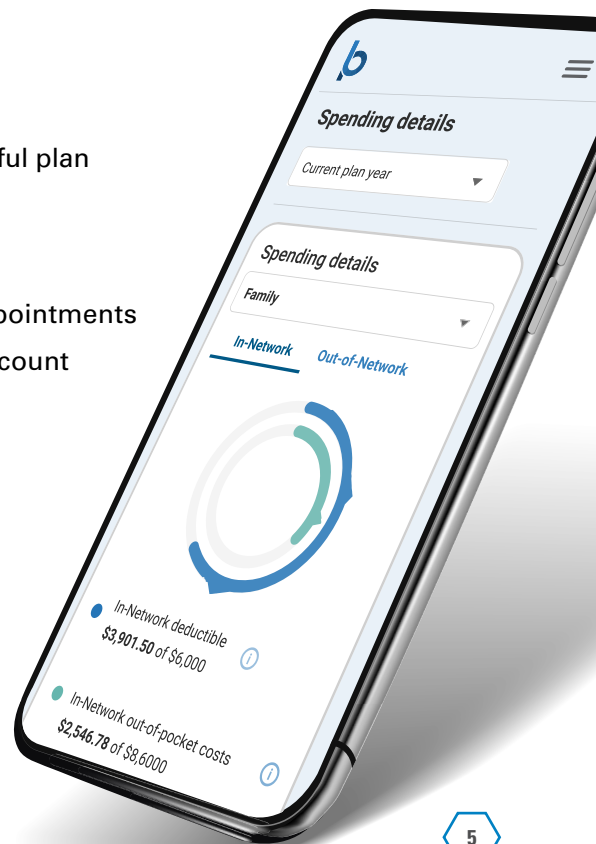
Blueprint Portal app and web portal is your one-stop shop to access helpful plan information and tools.

With Blueprint Portal, you can:



- Find providers and hospitals
- Estimate treatment and Rx costs
- Access benefits and claims info
- View your digital ID card
- Schedule virtual health appointments
- Manage your pharmacy account
- Contact customer service
- And much more

How to register for Blueprint Portal

Visit blueprintportal.com or download the mobile app:



ID card and coverage start date

 Arkansas BlueCross BlueShield		 health & opportunity for me	
Member Name: JOHN L DOE		Member DOB: 10/04/1975	
1	Member ID: ZZZ123456789	5	Group #: GG987654321
2	RxBIN: 123456 RxPCN: ADV RxGRP: RX0000	6	Deductible: NONE
3	RxDDED: NONE	7	CoPay: \$8 PCP / \$10 SPEC
4	\$4/\$4/\$8/\$8	8	Silver
<i>True</i> BLUE PPO			

- 1. Member ID number** – Helps us identify who you are, the type of plan you have and how your claims are paid
- 2. Rx categories** – Used by the pharmacy to determine what’s covered, apply your discount and file your claims
- 3. Rx deductible** –The amount you pay for prescriptions before your health insurance begins to pay
- 4. Rx copay** –The amount you pay for prescriptions, depending on their type
- 5. Group number** – Used to check your plan’s benefits
- 6. Deductible** –The amount you pay for healthcare services before your health insurance begins to pay
- 7. Copay** – How much you pay for a provider visit, depending on the type
- 8. 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 enrolling. Bring your physical or digital ID card with you when you visit healthcare providers and pharmacies so they will know what type of insurance coverage you have.

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



Coverage start date

The coverage start date is the day you can begin using your insurance to see providers and fill prescriptions. Your plan will not cover any medical or pharmacy costs until the coverage start date. You can find your coverage start date by signing in to your Blueprint Portal account, selecting your medical or dental plan and clicking the profile icon at the top right. (For more information about signing up for a Blueprint Portal account, see page 5.)



Find a digital copy of your ID card in Blueprint Portal:

Visit blueprintportal.com or download the app.



Find care and estimate costs



Lower your costs by using in-network providers

Providers and hospitals on our healthcare provider list – or in-network providers – have a special arrangement with Arkansas Blue Cross and Blue Shield.



Find care

- Visit arkansasbluecross.com/findcare.
- Follow the search instructions to find care. Search by provider, hospital, procedure or condition.



Estimate costs

- Sign in to Blueprint Portal at blueprintportal.com or in the mobile app.
- Use the Find Care and Costs tool to search by treatment or service.
- Estimated costs are shown for each provider.



Find a pharmacy and check Rx costs

The Pharmacy Center in Blueprint Portal allows you to:

- Locate a pharmacy
- Find the lowest price for your prescriptions
- Manage and refill your prescriptions
- Email a pharmacist



Choose your primary care provider

Finding the right primary care provider (PCP) is an important part of your health journey. A PCP (also called a family doctor) knows you and your medical history. Your PCP should be who you see when you're not feeling well and who you see for regular preventive visits like your annual wellness exam.

Why do you need a PCP?

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 in Blueprint Portal at blueprintportal.com or in the mobile app.



Access care with ease

Options for care

Your PCP should be your first choice for care, but there are options to make your healthcare experience as convenient as possible if you can't visit your PCP.

Your options include:

- Pharmacists who can prescribe medications, including oral contraception, and offer recommendations on how to manage prescriptions
- Virtual health access to connect with a provider from a computer or smart device
- Peer support and case management for substance use disorder (SUD) or other behavioral health needs
- At-home women's health test kits*
- In-home or virtual assessments provided by Signify and Care Connectors**

Non-Emergency Transportation (NET)

The NET program can give you rides to and from provider appointments and other Medicaid-covered services at no cost to you.

To learn more or schedule your ride, call the NET helpline at **888-987-1200** or visit humanservices.arkansas.gov.

*To request an at-home women's health test kit, call 501-500-2184.

** To request an in-home or virtual assessment from Signify, visit schedule.signifyhealth.com or call 501-274-4356 (TTY: 711) Sunday – Saturday, 8 a.m. to 8 p.m.

For assessments from Care Connectors, visit myccmg.com or call at 833-449-7588 (TTY: 711) Monday – Friday, 7 a.m. to 7 p.m. and Saturday, 8 a.m. to 4:30 p.m.

When to make an appointment

When you're healthy

Seeing providers 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 FREE annual wellness exam right away.

When you're sick

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

When to visit an urgent care

- Fever
- Sprains
- X-rays
- Minor injuries
- Infections
- Burns
- Anything non-life threatening or severe



Important: By accessing immediate care from an urgent care clinic, you may pay more out of pocket.

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.

Virtual health



Now you can get care anytime, anywhere. Virtual health lets you connect 24/7 with a provider, therapist, pediatrician or behavioral health specialist on your smartphone or computer for healthcare such as:



A bad cold



Stomach trouble



A child with a high fever



Mental health support

To schedule virtual health appointments through Teladoc Mental Health Complete, go to your Blueprint Portal account and select Programs to access Teladoc.

Get help managing your health



Health Risk Assessment (HRA)

Would you like a simple, easy way to keep up with your medical history? We offer free online HRAs that can help you:

- Understand your current health
- Spot your health trends
- Track your health risks

You can access your HRA by signing in to your Blueprint Portal account, blueprintportal.com.



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 instructed by your physician.
- Understand your benefits and deal with the complexities of the healthcare system.
- Identify lower cost alternatives to high-cost treatments.

Learn more by visiting arkbluecross.com/casemanagement or calling **800-800-4298**.



Maternity benefits

If you're a new or expecting parent, we have two tools for you – Maven, a digital support system, and Special Delivery, a one-on-one program.

With Maven, you can:

- Book unlimited, free messaging and telehealth appointments with OB-GYNs, mental health specialists, nutritionists, lactation consultants and pediatricians.
- Engage Care Advocates who can answer questions and recommend doctors.
- Access articles and videos on tips for a healthy pregnancy, mental health, healthy eating, breastfeeding and more.

Sign up for Maven by visiting mavenclinic.com/join/arkansasguide.



With Special Delivery:

- You will be assigned an OB nurse who will work with you throughout your pregnancy.
- Your OB nurse will determine if you are low- or high-risk and determine the right level of services you will receive.

To sign up for Special Delivery, call **800-225-1891 ext. 20225** or enroll through your Blueprint Portal account.

Blue Wellness Rewards

ARHOME members can earn valuable rewards for completing eligible activities. The Blue Wellness Rewards program offers rewards based on individual health recommendations.

How does it work?

Once you become an Arkansas Blue Cross and Blue Shield ARHOME member, you need to register for Blue Wellness Rewards. Signing up is easy:

- Visit BlueWellnessRewards.Healthmine.com and click Register Now.
- You'll need your member ID card, date of birth and email address to set up your account.
- You can also call **800-800-4298** to sign up with a customer service representative.

Once registered, you'll receive an email letting you know that your account is set up.

Rewards can be redeemed for gift cards from national and local retailers, including a wide assortment of grocery stores, restaurants and other popular stores!

Rewards Chart **Complete these activities & more to earn Blue Wellness Rewards***

Preventive Care	Adult Preventive Visit	\$15
	Health Risk Assessment	\$25
Education & Career Readiness	Continuing Education	\$50
	Career Readiness Certificate <i>*Based on skill score achieved</i>	\$200 PLATINUM+ (Level 7) \$175 PLATINUM (Level 6) \$150 GOLD (Level 5) \$125 SILVER (Level 4) \$100 BRONZE (Level 3)
	Community Health Worker Certification	\$200
Health Management	Establish a Primary Care Provider	\$25
	Participate in a Health Fair or Healthcare Community Event	\$25
	Diabetes HbA1c Control	\$40
	Heart Failure Visit and Follow-up	\$50
Women's Health	Breast Cancer Screening	\$50
	Cervical Cancer Screening	\$50
	Chlamydia Screening	\$50
	See if Contraception is Right for You	\$25
Mental Health & Substance Abuse Treatment	Alcohol or Substance Use Disorder Treatment and Follow-up	\$50
	Using Tools to Help Remember to Take Mental Health Medications	\$20 per step up to \$60
	Mental Health Treatment and Follow-up	\$50
	Follow-up After Hospitalization or ER Visit for Substance Abuse Disorder	\$100
Maternal Care	Follow-up with a Pregnancy Care Manager	\$25
	Prenatal Care	\$50 per visit up to \$200
	Contraception Postpartum	\$100

*Blue Wellness Reward amounts and eligible activities are subject to change. Not all members are eligible for every reward. One reward per activity per year, and dates of service must be in the current plan year. Rewards will be administered once the claim is processed, which can take up to 90 days.

ARHOME member information

We built a special place on our website for ARHOME members. Visit arkbluecross.com/arhome to:

Keep up with changes to the ARHOME program

Get help making a provider's appointment

Learn how to earn Blue Wellness Rewards

Read helpful health insurance hints



Free or reduced-cost assistance

With Help Near Home, powered by Findhelp, you can access medical care, financial assistance and more to make sure you get the help you need.

To learn about available programs for assistance, visit arkbluefindhelp.findhelp.com.



Exemptions from copayment obligation.

The following enrollees are exempt from copayment obligation:

- Enrollees with income levels up to and including 20 percent of the FPL
- American Indians or Native Alaskans
- Enrollees receiving hospice care
- Pregnant women
- Enrollees who are 19 or 20 years old



Dental and vision benefits for 19 and 20 year olds

Medicaid covers common dental services including teeth cleanings, x-rays, crowns and more.

To learn more and learn how you can access these benefits, call **800-482-5431** or visit humanservices.arkansas.gov.

Important ARHOME changes coming 2026

ARHOME members can look forward to working with LAUNCH to advance their careers with skill-building opportunities. LAUNCH will help to connect members to jobs that match their qualifications.

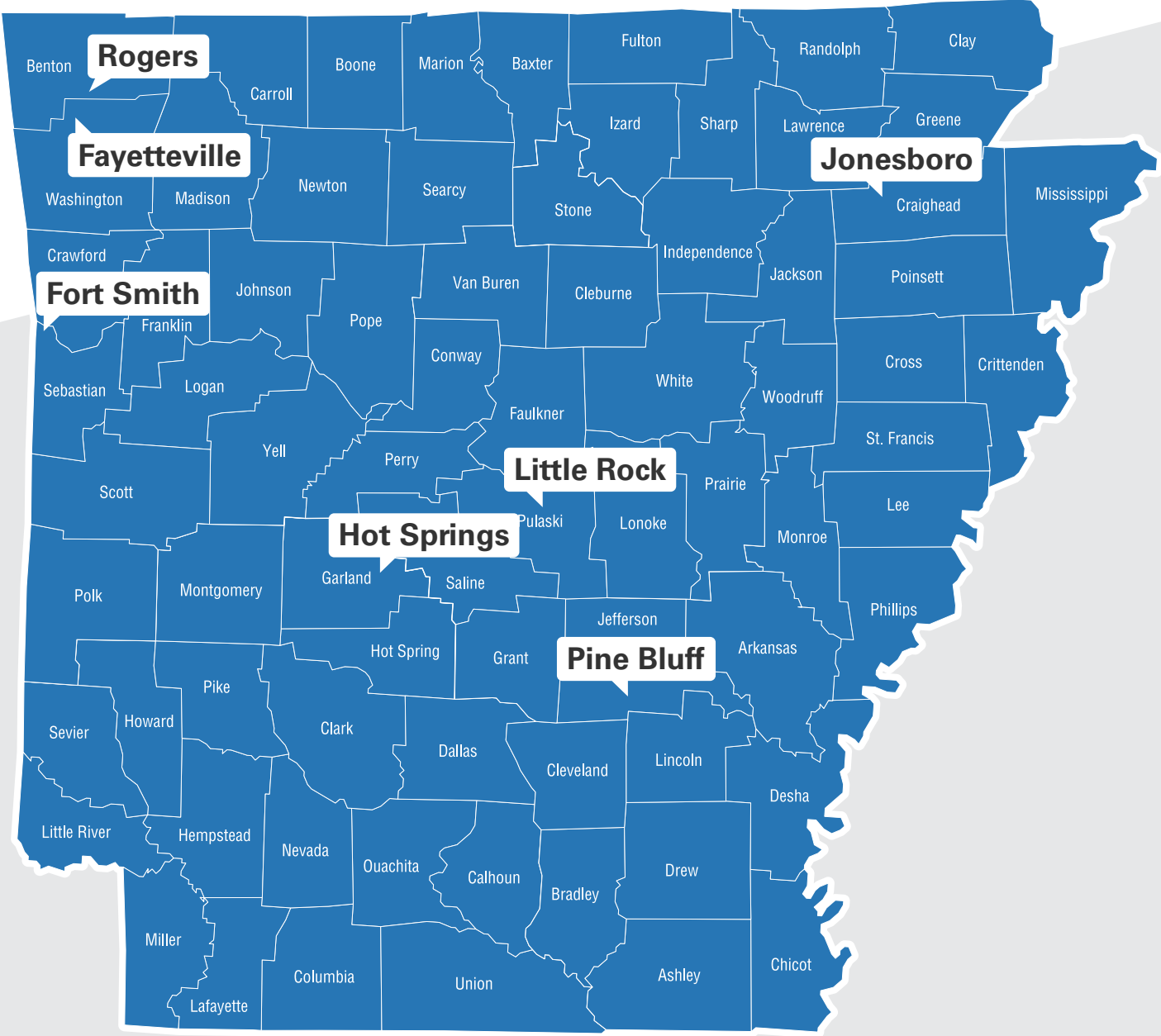
LAUNCH helps members:

- Look for new jobs in Arkansas in different industries
- Find better-paying jobs using the skills you already have
- Discover education and trainings to learn skills for a long-term career

Keep your contact information up-to-date with the DHS to receive information about this program. You can reach DHS at access.arkansas.gov, **888-987-1200** or at a local DHS office.

ArkansasBlue Welcome Centers

Where you can receive friendly customer service, shop for plans and pay your bill.



Find your nearest welcome center at arkbluecross.com/locations.



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