

You get more with Wellmark

- Blue365[®]
SM
- *Blue*
- Identity protection
- BeWell 24/7[®]
- Doctor on Demand
- myWellmark
- Pregnancy support
- Case management
- Livongo diabetes prevention





Find real, online support

**Quick answers and care
from the comfort of your office
or your member's home**

- Call Wellmark's free 24/7 nurseline for guidance on minor health concerns, finding care and navigating complex health issues
- Doctor On Demand® offers online visits with board-certified providers for common conditions including, cold and flu, sore throats, allergies and even mental health support.
- Different from other Wellmark offerings, you all have a dedicated account management team in Jen P and myself to help with Wellmark enrollment and coverage questions.



Be WELL
24/7

- **Number on ID Card: 844-84-BEWELL (239355)**
- **Speak to a real person**
- **Services provided:**
 - **Nurse Support – Trusted, immediate insight to address a variety of health-related concerns.**
 - **Decision Support - Support from a registered nurse regarding medical treatments, tests, and procedures to help understanding of conditions and treatment options.**
- **Connections to other resources (e.g. Advanced Care Management) to help:**
 - **Coordinate health care appointments/ in-home health care**
 - **Arrange support services (transportation, meals, medical equipment)**

Doctor On Demand[®]

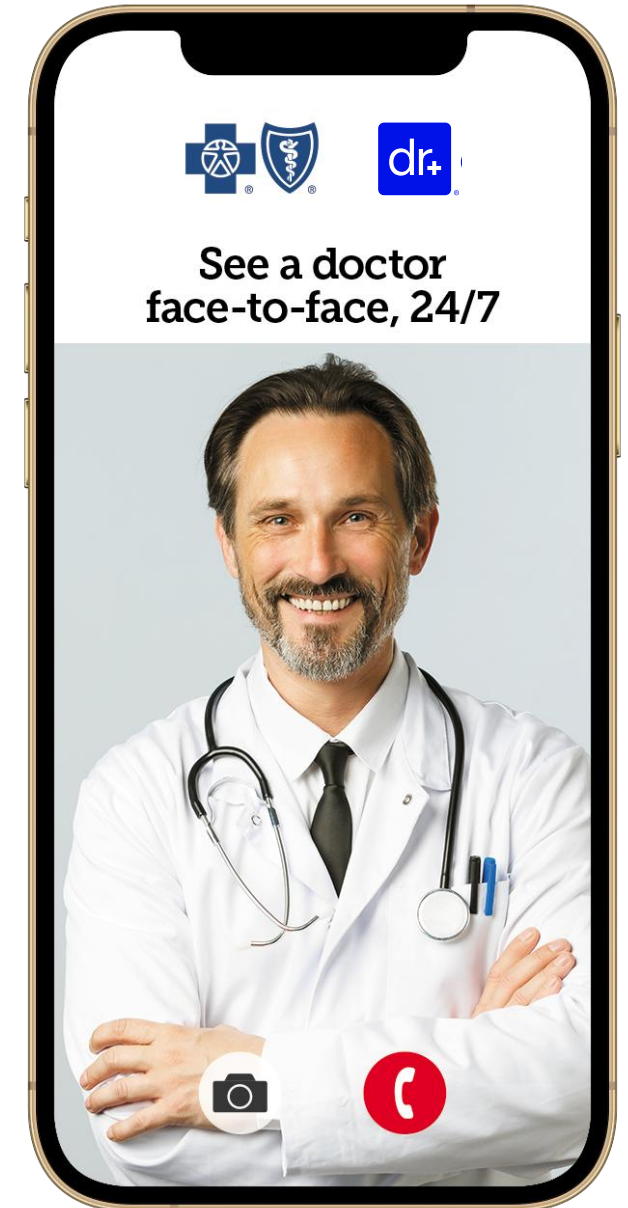
All members benefit from the convenience and cost effectiveness of virtual visits

Virtual visits are a good care option if you:

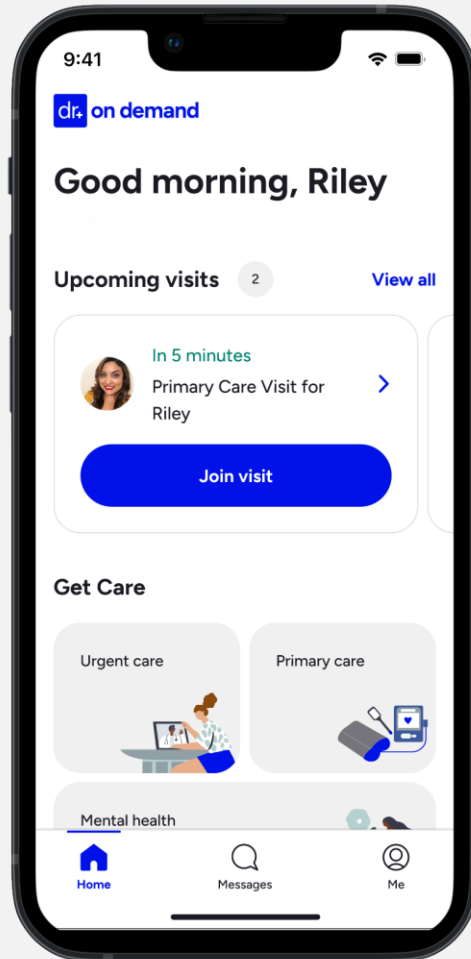
- Have a tight schedule or short lunch breaks.
- Work or live in rural locations where access to health care is limited.
- Are busy caring for children or aging family members.
- Have a high-deductible health plan (HDHP).
- Travel often for work.



Scan the QR code to visit DoctorOnDemand.com/Wellmark and download the Doctor On Demand[®] app.



Virtual visits with Doctor On Demand



- Virtually connect with a doctor from anywhere using a smartphone, tablet or computer

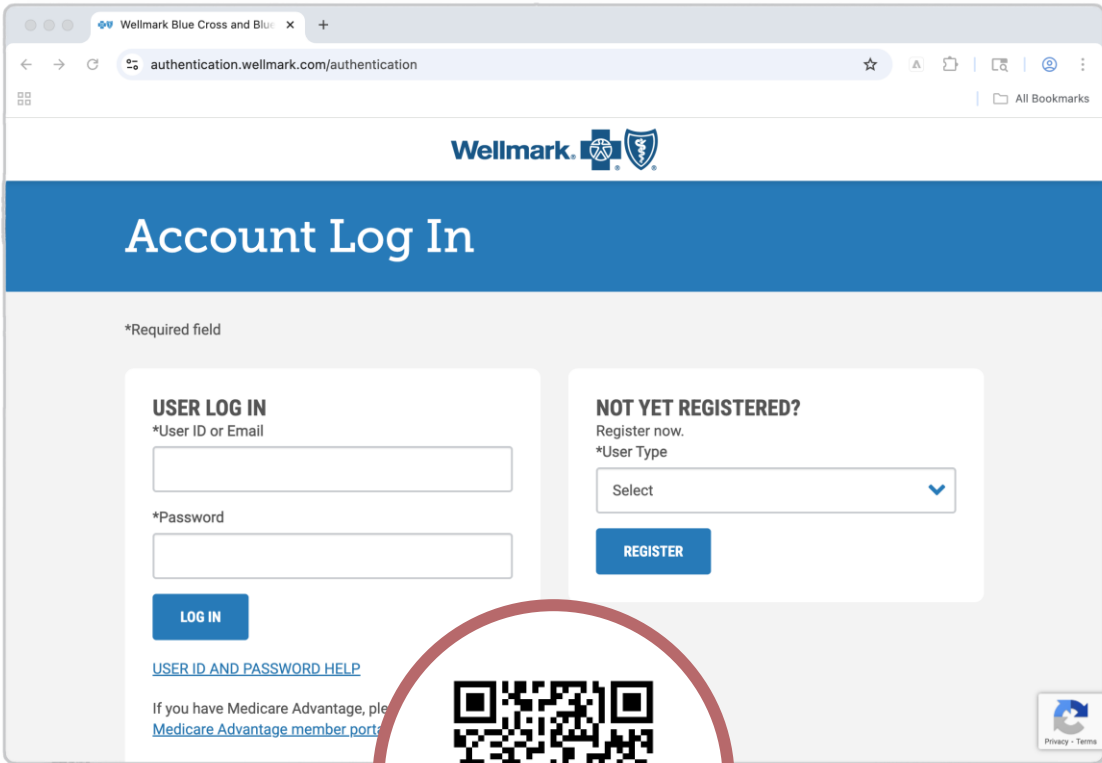
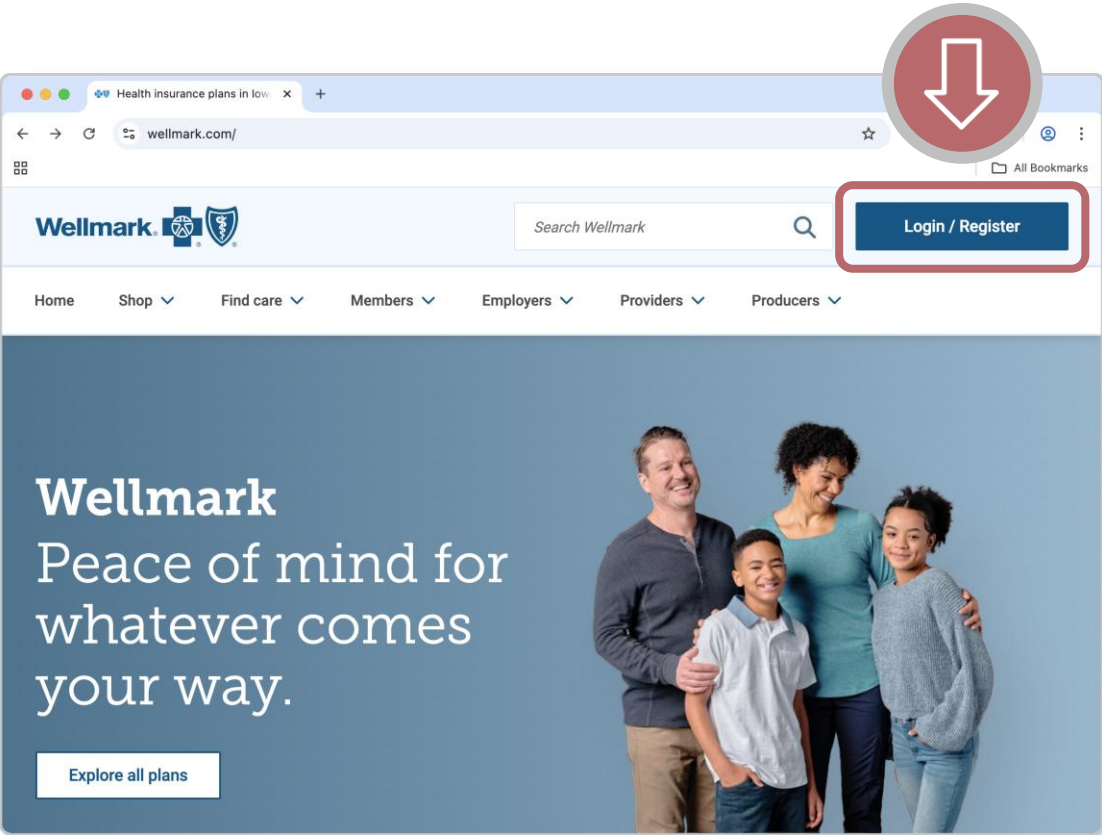


- Broad network: 1,400 physicians across 49 states; 300 psychologists and psychiatrists across 50 states

- Conditions treated:

- | | | |
|--------------------|----------------------------|--------------------------------|
| ✓ Cold and flu | ✓ Bronchitis/sinus | ✓ Fever |
| ✓ Sore throats | ✓ Allergies | ✓ Skin conditions |
| ✓ Headache | ✓ Pink eye | ✓ Depression/anxiety |
| ✓ Anxiety | ✓ Relationship issues | ✓ Smoking or alcohol cessation |
| ✓ Eating disorders | ✓ Body image issues | |
| ✓ Grief/loss | ✓ Urinary tract infections | |

Register and log in to myWellmark

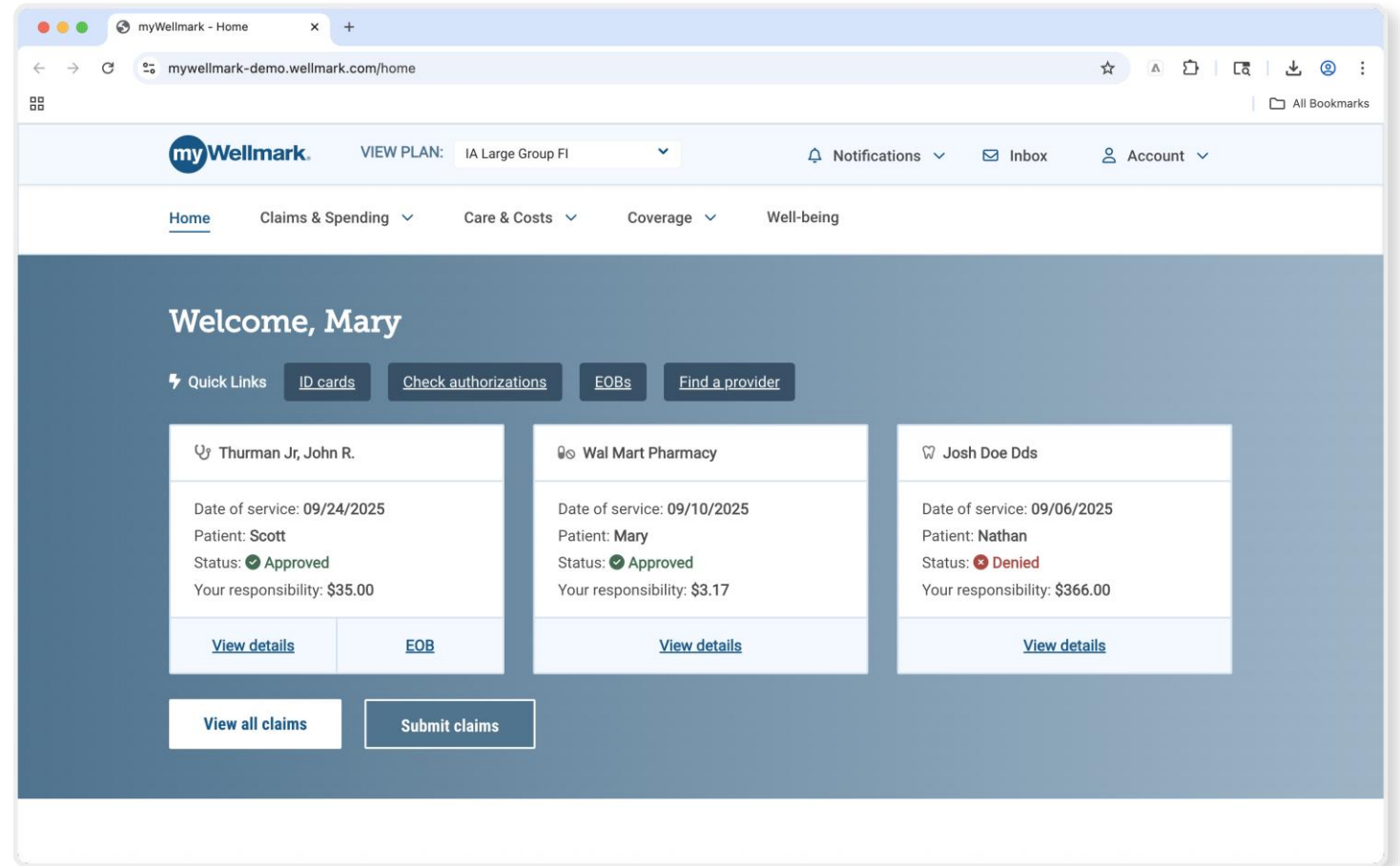


myWellmark online tools

With myWellmark, you can:

- View claims and coverage details.
- Search for in-network providers.
- Designate a primary care provider.
- Access your ID card.
- Track your spending and progress towards deductibles.
- Estimate costs of services and medications.
- Submit claims for reimbursement.
- Manage your flex spending account*.
- Pay your premiums*.
- Find resources to manage your mental health and well-being.

*If applicable



[View Demo](#)

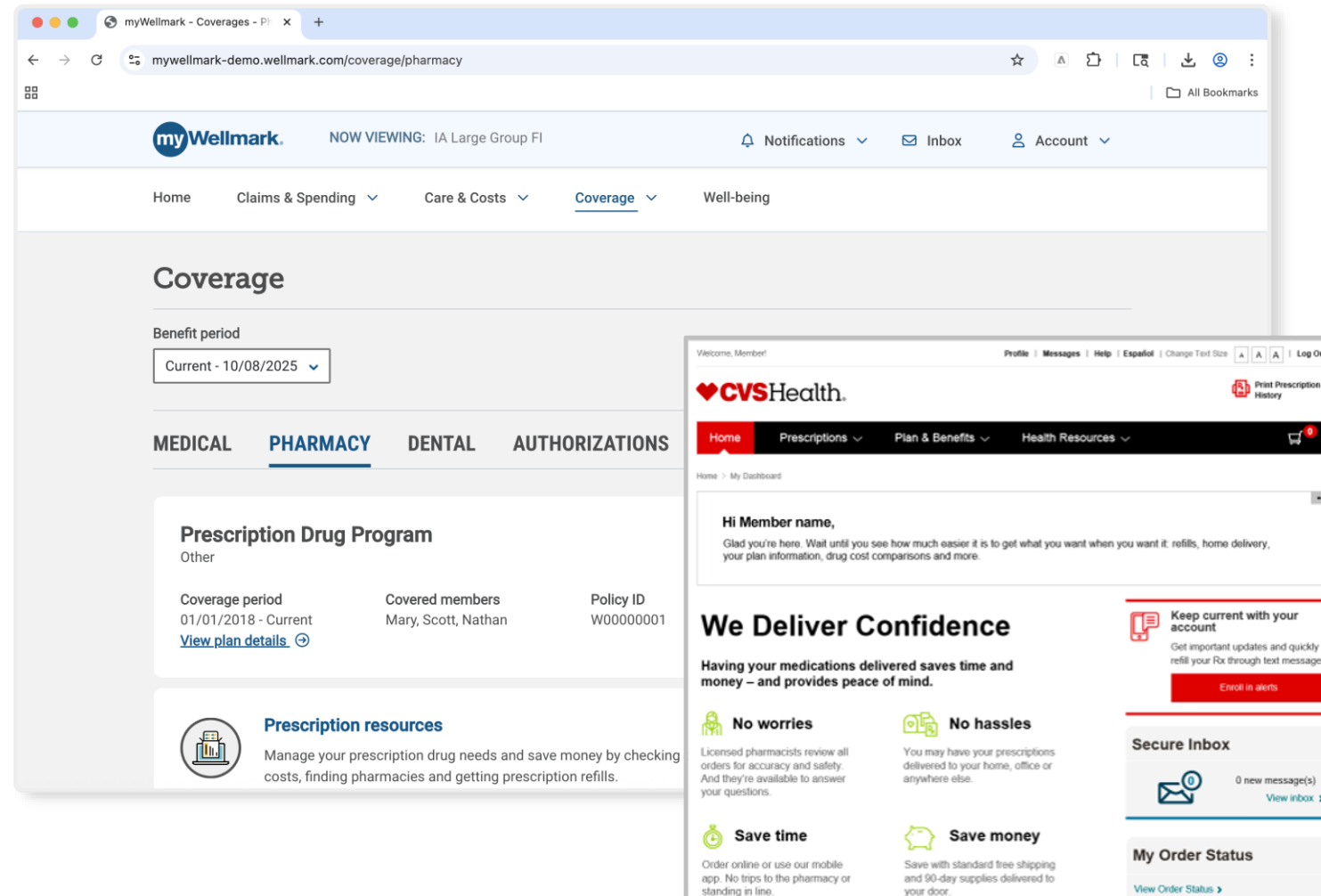
Track usage and spending

Make the most of your coverage and choose plans with confidence

- View progress against deductibles and out-of-pocket maximums
- Track remaining benefits such as preventive services or chiropractic visits
- Prepare for open enrollment with detailed usage report



Pharmacy tools



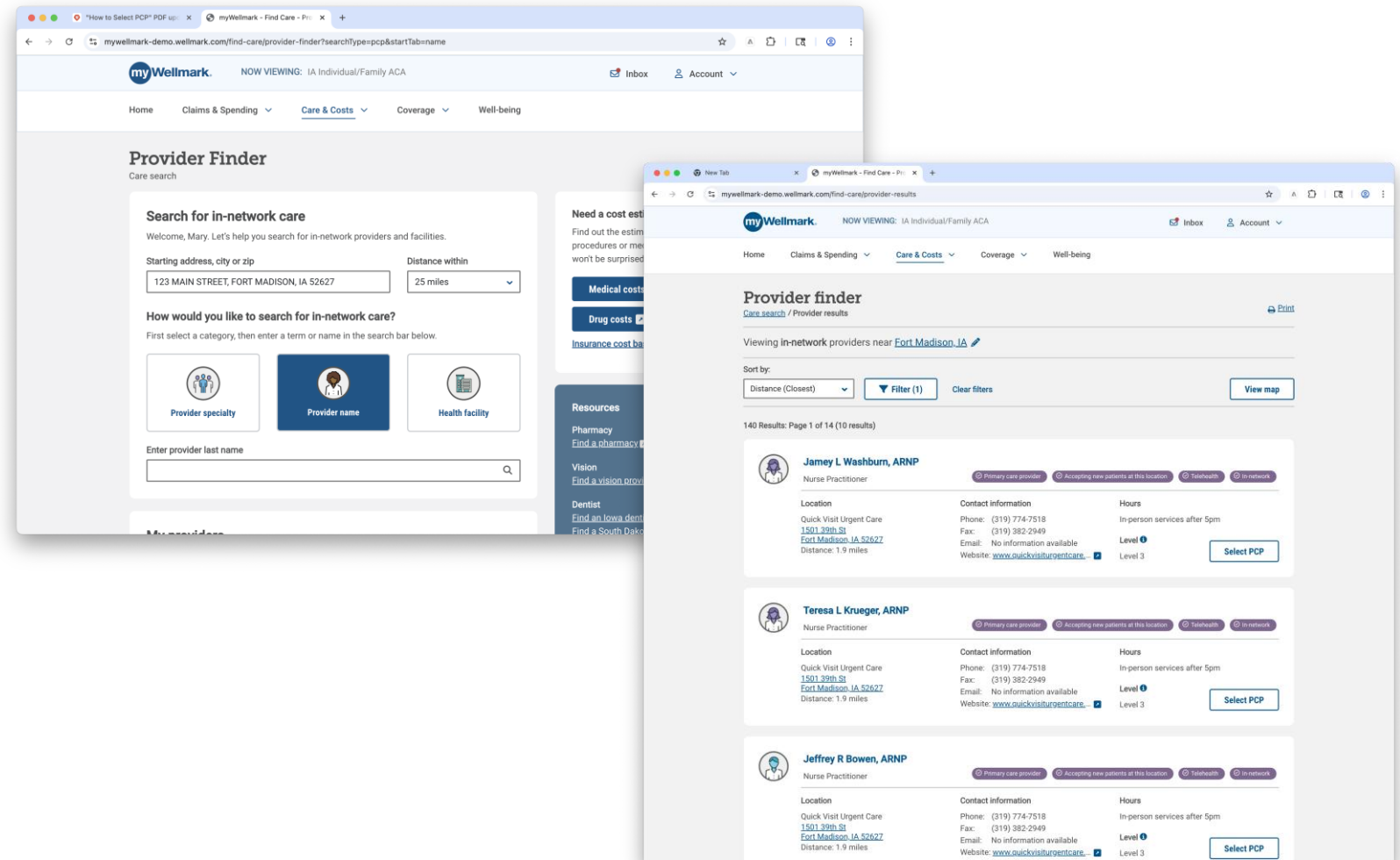
Easily link to CVS Caremark through **myWellmark** to:

- Check drug costs.
- Track your drug costs.
- Locate a pharmacy.
- Check drug interactions.
- Understand your drug benefits.
- Enroll in mail order pharmacy services.

Find a Provider

Use our Provider Finder to:

- Locate in-network providers.
- Locate in-person or virtual care providers.
- Locate specialty providers.
 - i.e., cancer care, diabetes care, mental health, reproductive health, etc.

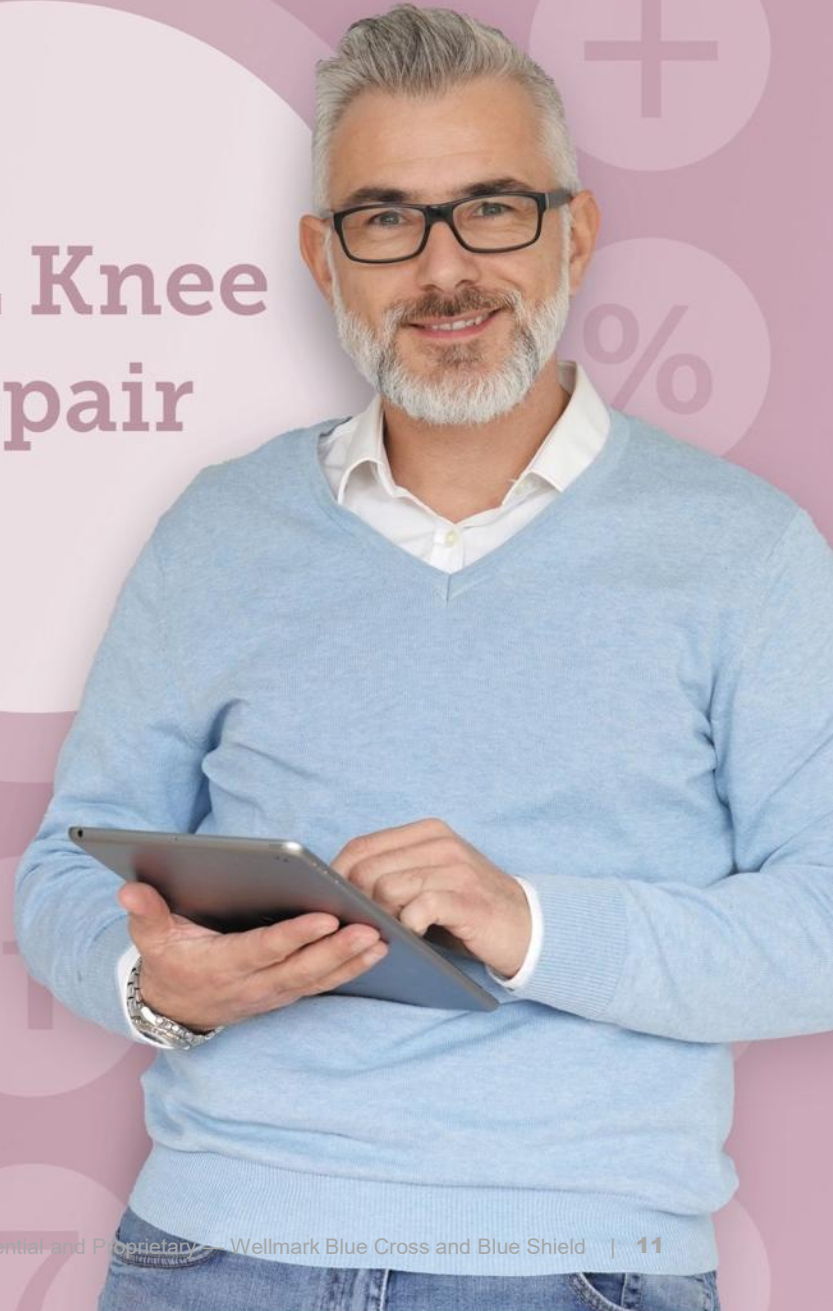


Estimate costs

Take the guesswork out of receiving care

- Quickly estimate costs for a wide variety of procedures based on your current coverage
- Compare costs for different providers
- Get real-life estimates based on recent Wellmark claims history

ACL Knee
Repair



Estimate health care costs based on benefits

Need a cost estimate?

Find out the estimated cost of common procedures or medication now so you won't be surprised later.

Medical costs

Drug costs

[Insurance cost basics](#)

Dashboard / Estimate your costs

LOCATION Des Moines, IA 50309

Back

Estimate your costs

Type a medical service name to compare provider costs

Orthopedic Surgery

Wellmark

Home

Settings

Compare

Provider 1 Name

Provider 1 Facility Name

Orthopedic Surgery

2

1234 Main Street

Anytown, USA 12345

0.7 miles

Get directions

(000) 000-0000

Please call for office hours

Accepting new patients

Your estimated out-of-pocket cost

\$25

Average Total Cost: \$75

Compare

Provider 2 Name

Provider 2 Facility Name

Orthopedic Surgery

3

1234 Main Street

Anytown, USA 12345

0.7 miles

Get directions

(000) 000-0000

Please call for office hours

Accepting new patients

Your estimated out-of-pocket cost

\$25

Average Total Cost: \$76

Compare

Provider 3 Name

Provider 3 Facility Name

Family Practice

4

1234 Main Street

Anytown, USA 12345

0.7 miles

Get directions

(000) 000-0000

Please call for office hours

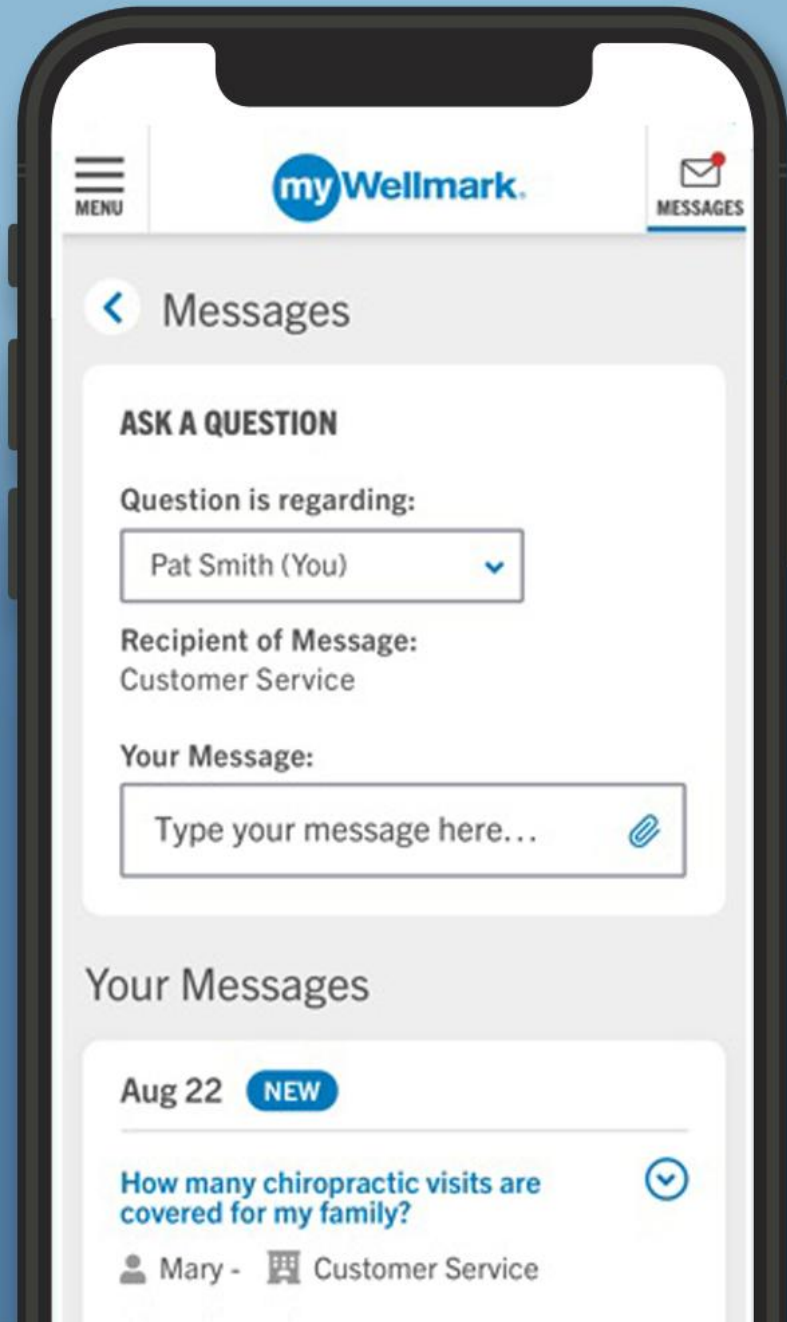
Accepting new patients

Your estimated out-of-pocket cost

\$25

Average Total Cost: \$77

Confidential and Proprietary — Wellmark Blue Cross and Blue Shield | 12



Ask a question

Contact customer service online

- Send Wellmark a message anytime, about anyone on your policy
- Quickly attach documents and details
- Receive notifications when you get a response from Wellmark


Mental health support

Wellmark provides resources to support members' mental health – available on myWellmark®

- Online screenings for anxiety and depression – with the option to share results with Wellmark's behavioral health case managers for support.
- Ability to find in-person or virtual in-network therapy or psychiatric services via the Wellmark Provider Finder tool.
- Free emergency support via the national suicide hotline.
- Tips for identifying when it may be time to seek mental health support.
- Addiction/tobacco use support resource. (Third party)
- Suicide prevention support resource. (Third party)

Home Claims & Spending Care & Costs Coverage Well-being

Mental health support

**988 Suicide & Crisis Lifeline**

If this is an emergency, dial [911](#) or go to a local emergency room immediately.

If you're having thoughts of suicide, a mental health crisis, substance use difficulties, any emotional distress, or are worried about a loved one, [dial or text 988](#) for 24/7 confidential support.

Resources

[Find a provider or facility](#)

[BeWell 24/7™](#)

Mental health case management services

This confidential, free service fills gaps in health care to help you live your best life.

How we can help


Here's how our case managers can assist you navigate mental healthcare:

- Help you better understand your condition
- Providing resources and education
- Helping you navigate the complex health care system

Our role

It's important to note that our **case managers are not mental health providers**. We're here to advocate and guide you, ensuring you get the support and resources you need.

Participation in case management will not affect your coverage or rates.

**Get started**

Contact case management

Speak with a case manager and get additional mental health navigation and service support at [800-410-4134](#).

For questions about your coverage or plan, please [contact customer service](#).

Take a mental health screening*

Identify symptoms of depression and anxiety. You can easily share your results with a case manager for additional support.

⌚ Estimated time to complete: less than 5 minutes

[Depression screening](#)

[Anxiety screening](#)

*To maintain confidentiality and accuracy, make sure you're signed into your own myWellmark account before starting either screening.

Need a cost estimate?

Find out the estimated cost of common procedures or medication now so you won't be surprised later.

[Medical costs](#)

[Drug costs](#)

[Insurance cost basics](#)

Behavioral health case management

Wellmark's case management team works to support members who have or may be at risk for behavioral health conditions

Support available for:

- Depression
- Anxiety
- Eating disorders
- Substance abuse
- Suicidal ideation
- and more

Services include:

- Screenings and assessments
- Personalized care plans
- Condition-specific materials
- Self-management tools and skills
- Transition of care



BASELINE SCORE: 0–2 ELEVATED SCORE: 3–6

Based on your answers, living with these symptoms is causing difficulty managing relationships and even the tasks of everyday life. It may be time to start a conversation with a mental health professional for further assessment.

Over the last two weeks, how often have you been bothered by the following problems:

Little interest or pleasure in doing things
(required)

Not at all

Several days

More than half the days

Nearly every day

Feeling down, depressed or hopeless
(required)

Not at all

Several days

More than half the days

Nearly every day



Transition of care

When you are in the hospital, we are here to help. Nurses will reach out to assist you proactively in medical and behavioral health pre-discharge planning and post-discharge follow-up. We are here to support you with coordination and continuity of care, as well as decrease readmission and emergency room use.

TOC support includes:



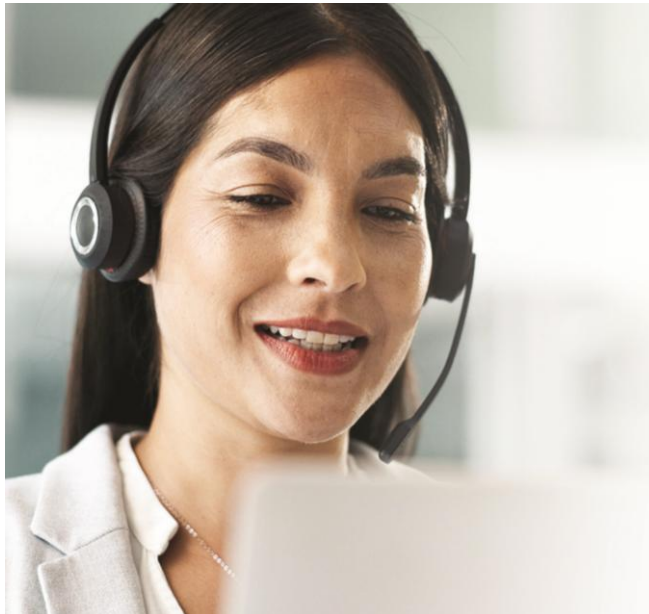
Nurse outreach to assist member with procedure/ condition knowledge, medication usage/adherence, understanding discharge plan, intention to follow-up with provider and social support.



Referral to medical or behavioral health case management if care needs extend beyond 30 days.

When Wellmark calls, should you answer?

Yes! Wellmark's case management nurses and social workers may call you to offer clinical expertise and help you get the most from your health benefits



Support available for:

- Severe or complex health conditions (advanced cancer, renal failure, transplants, catastrophic events, etc.)
- Unmanaged chronic conditions (diabetes, heart disease, asthma, CKD, etc.)
- Rare conditions (MS, Cerebral Palsy, Cystic Fibrosis, ALS, etc.)

Services include:

- Guidance with health concerns and medications
- Tools and education to understand health conditions
- Support with understanding and navigating health insurance benefits
- Connections to trusted resources and people

Pregnancy support program



Care Team nurses' outreach to all pregnant members to complete trimester assessments

Pregnancy assessments *via myWellmark*

Prenatal – Self-assessment via myWellmark to assess the pregnancy and determine the level of support needed.

Postpartum – Self-assessment via myWellmark to ensure the member and baby are healthy and well positioned for the next year.

Robust resources *24/7 access to helpful online & telephonic resources such as:*

WebMD's Pregnancy Assist – Learn about the stages of baby's growth and get support throughout pregnancy from prenatal to postpartum

Count the Kicks – Keep track of baby's normal patterns of movement in the 3rd trimester.

BeWell 24/7SM – Employees can call anytime, day or night, to connect with a registered nurse who can answer questions.

Individualize care

High-risk pregnancy and Neonatal intensive care

Dedicated case management nurse to support member throughout pregnancy and post partum.

Individualized care plan will be developed to establish care goals. The care plan defines a targeted plan to meet these goals.

Frequent touchpoints (at least monthly) will be conducted with the member throughout pregnancy and postpartum.

All members engaged in program are being screened with **GAD2** and **PHQ2**.



Pregnancy – support for moms-to-be who are at higher risk of pre-term deliveries or low birth weight babies



Neonatal intensive care (NICU)– support for families with newborns who are facing complex care needs



LIVONGO DIABETES PREVENTION PROGRAM

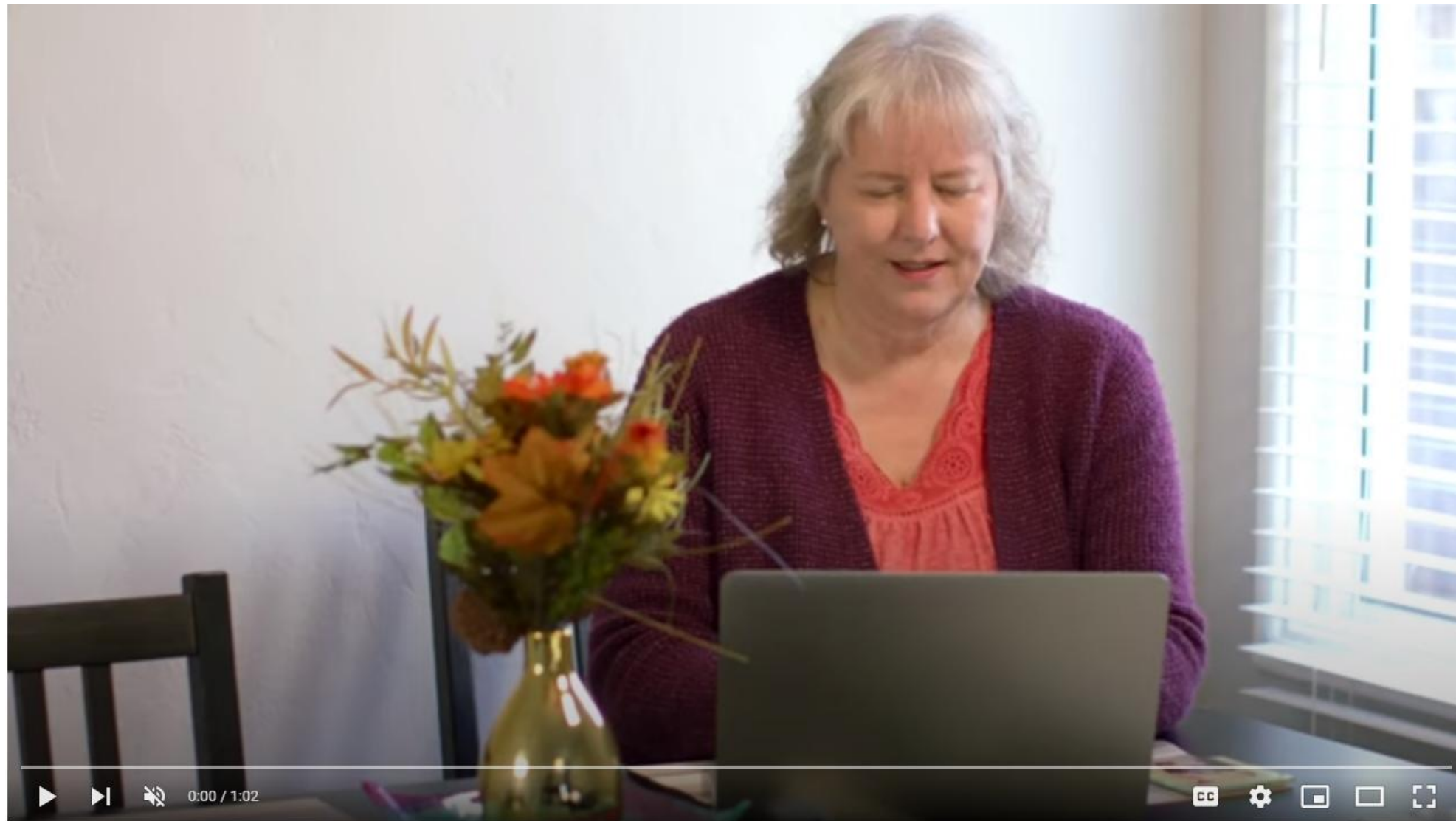
Supporting members to prevent or delay type 2 diabetes



**experience
delivered
through one
easy app**



Video [click the link](#) Diabetes Prevention: Member Journey



Livongo: Diabetes Prevention Program Explainer Video Livongo 2021

Unlisted

How the program works



1

Wellmark and Teladoc Health will work with the group to align the Livongo program communication strategy



2

Communication materials will direct members to the Livongo website



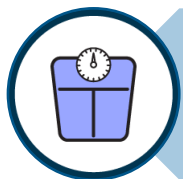
3

Member visits the Livongo website and takes CDC Pre-Diabetes Risk Assessment (8 questions)



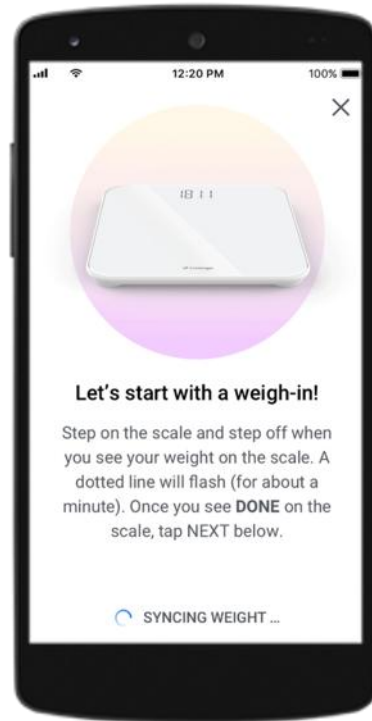
4

Members who meet eligibility requirements for Diabetes Prevention Program (Ages 18+, CDC eligibility criteria) enroll and begin the program



5

Teladoc Health sends the participants a Livongo cellular connected scale to their home for weigh-ins



MEMBER JOURNEY BEGINS WITH THEIR FIRST STEP ON THE SCALE



Step on

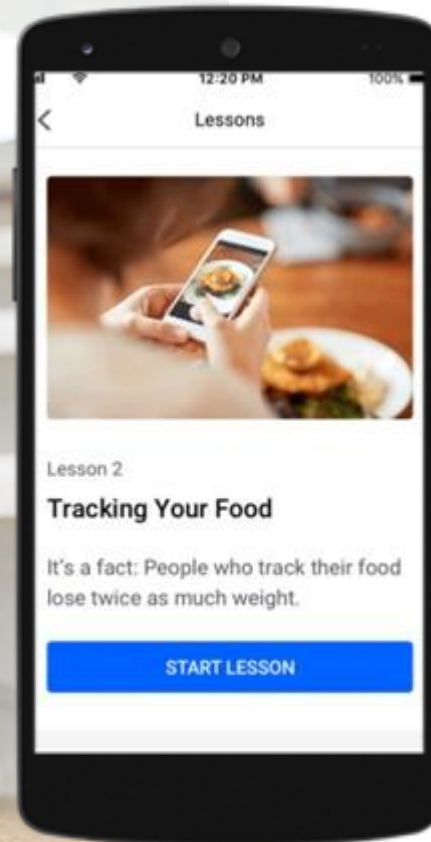


Step off



**Seamless
logging**

EVIDENCE-BASED CURRICULUM AND HEALTH CHALLENGES



Whole person, evidence-based approach



DPP based on CDC type 2 Prevent curriculum



Bite-sized and self-guided in-app lessons



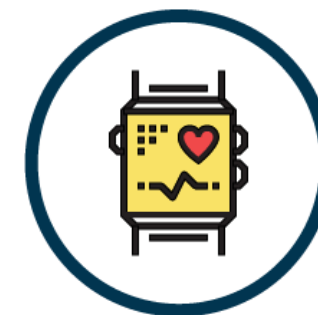
Live group coaching sessions

MEMBERS TRACK PROGRESS AND MONITOR HABITS

Activity Tracking



Daily step counts automatically synced



Compatible with major activity trackers

Expert coaches provide support and accountability

Highly qualified

Dietitians, registered nurses, behavioral psychologists, and exercise physiologists



Personalized support

Weight, activity, and food insights

Goal-setting and motivation



Unlimited access

Including live, and over-the-phone coaching sessions



Questions?



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