

# 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®

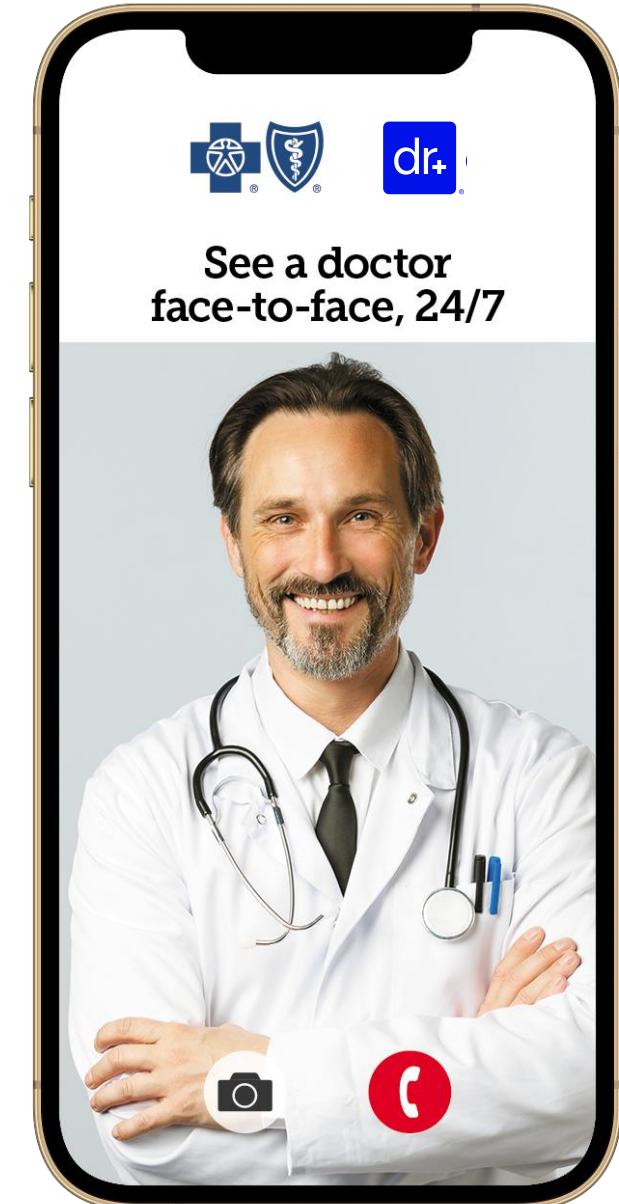
**All members benefit from the convenience and cost effectiveness of virtual visits**

## **Virtual visits are a good care option if you:**

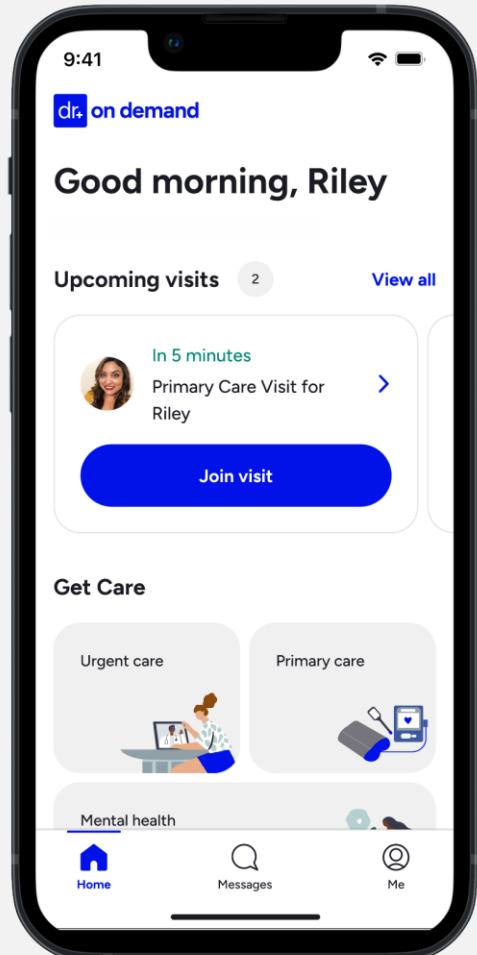
- Have a tight schedule or short lunch breaks.
- Work or live in rural locations where access to health care is limited.
- Are busy caring for children or aging family members.
- Have a high-deductible health plan (HDHP).
- Travel often for work.



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



# Virtual visits with Doctor On Demand

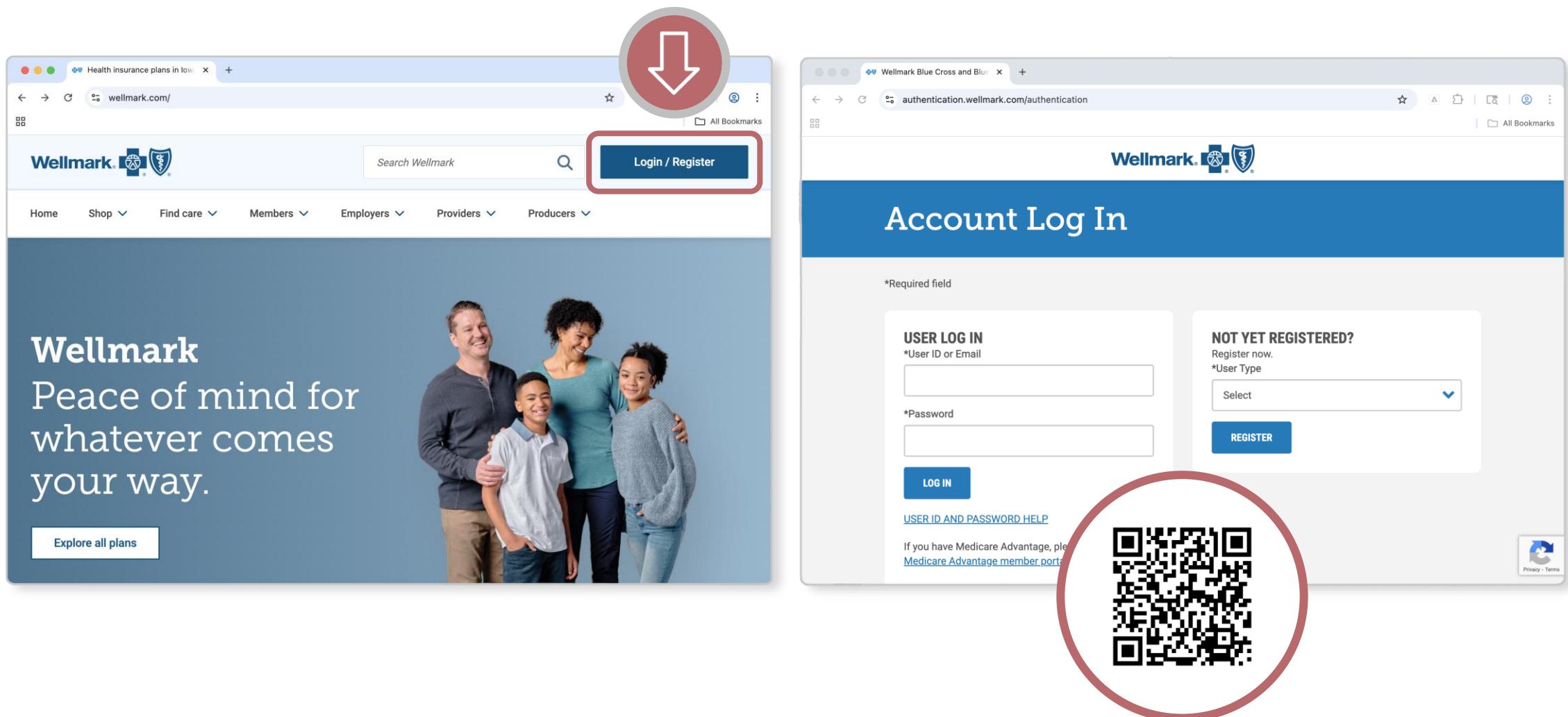


- Virtually connect with a doctor from anywhere using a smartphone, tablet or computer
- Broad network: 1,400 physicians across 49 states; 300 psychologists and psychiatrists across 50 states
- Conditions treated:

✓ 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



**Wellmark**  
Peace of mind for  
whatever comes  
your way.

[Explore all plans](#)

**Login / Register**

**Account Log In**

**USER LOG IN**  
\*User ID or Email  
\*Password  
[LOG IN](#)

**NOT YET REGISTERED?**  
Register now.  
\*User Type  
[REGISTER](#)

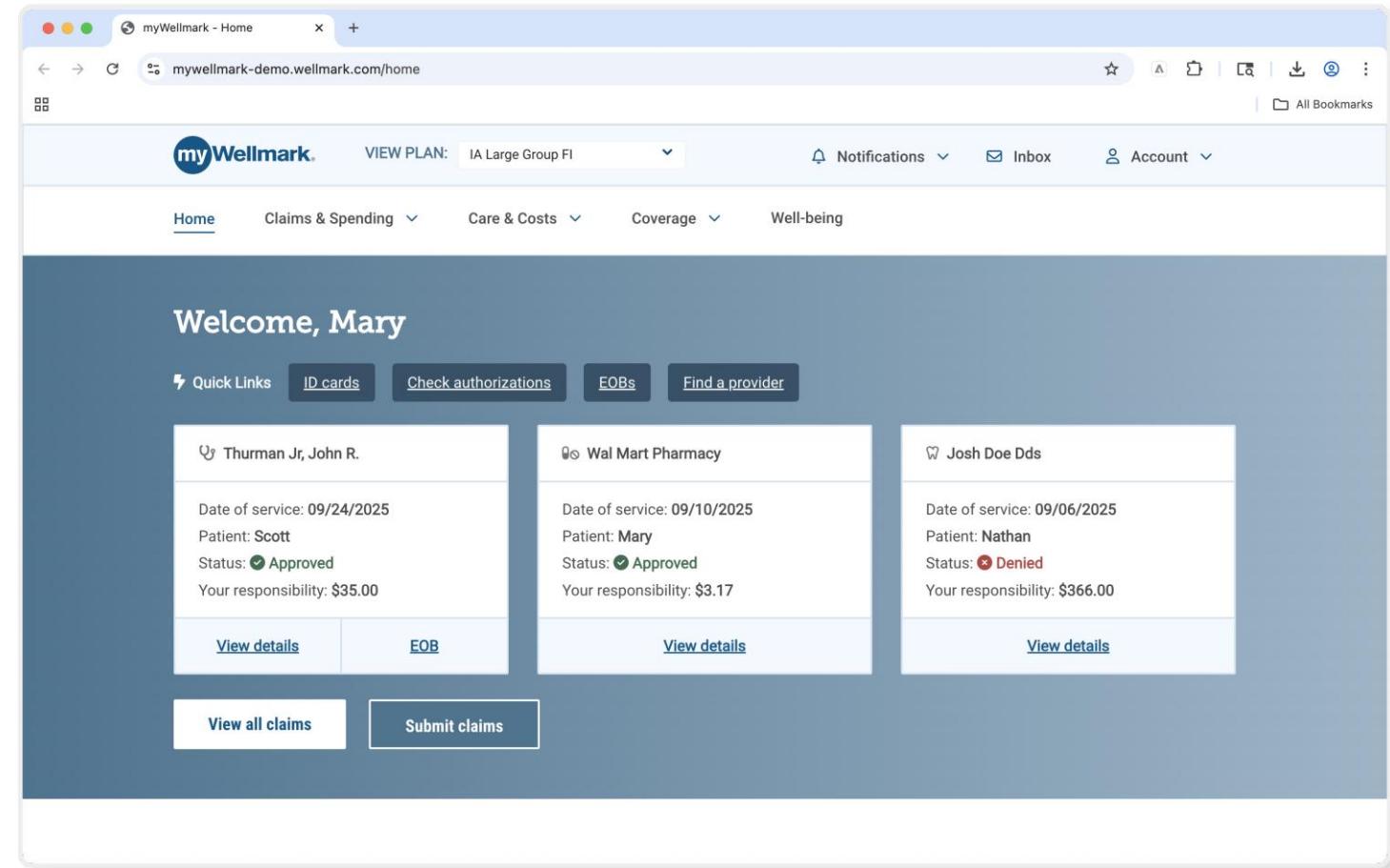
[USER ID AND PASSWORD HELP](#)  
If you have Medicare Advantage, please visit the [Medicare Advantage member portal](#).



# 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.



The screenshot shows the myWellmark online tools homepage. At the top, there is a navigation bar with the myWellmark logo, a dropdown for 'VIEW PLAN: IA Large Group FI', and links for 'Notifications', 'Inbox', and 'Account'. Below the navigation bar, there is a main menu with 'Home', 'Claims & Spending', 'Care & Costs', 'Coverage', and 'Well-being'. The main content area is titled 'Welcome, Mary'. It features a 'Quick Links' section with buttons for 'ID cards', 'Check authorizations', 'EOBs', and 'Find a provider'. Below this, there are three cards showing claim details:

- Thurman Jr, John R.**  
Date of service: 09/24/2025  
Patient: Scott  
Status: Approved  
Your responsibility: \$35.00  
[View details](#) [EOB](#)
- Wal Mart Pharmacy**  
Date of service: 09/10/2025  
Patient: Mary  
Status: Approved  
Your responsibility: \$3.17  
[View details](#)
- Josh Doe Dds**  
Date of service: 09/06/2025  
Patient: Nathan  
Status: Denied  
Your responsibility: \$366.00  
[View details](#)

[View Demo](#)

\*If applicable

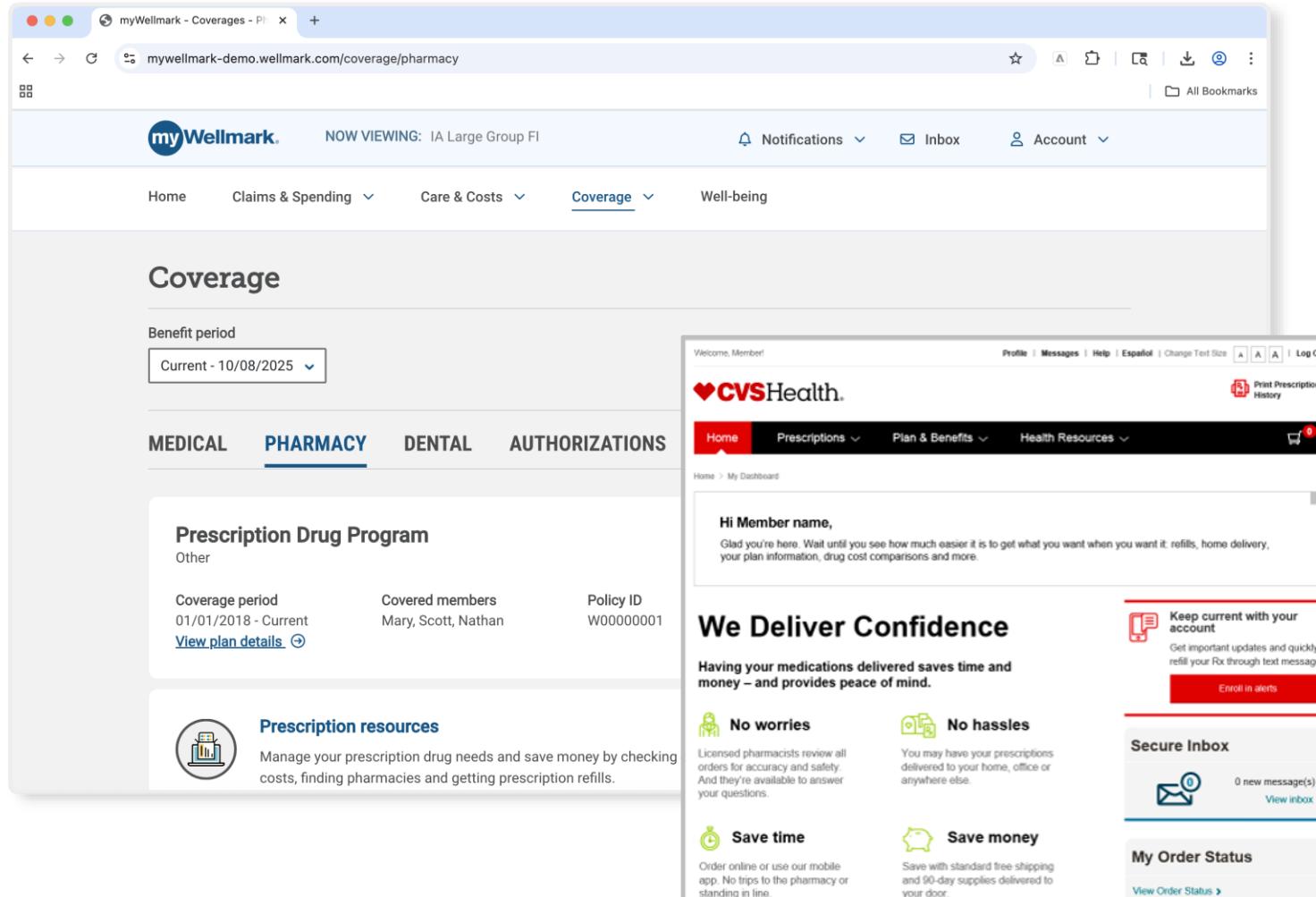
# Track usage and spending

**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



The screenshot shows the myWellmark website interface. At the top, there is a navigation bar with links for Home, Claims & Spending, Care & Costs, Coverage (which is currently selected), and Well-being. Below this, a sub-navigation bar shows 'NOW VIEWING: IA Large Group FI'. The main content area is titled 'Coverage' and includes a 'Benefit period' dropdown set to 'Current - 10/08/2025'. Below this, there are tabs for MEDICAL, PHARMACY (which is selected), DENTAL, and AUTHORIZATIONS. The 'Prescription Drug Program' section shows a 'Coverage period' from 01/01/2018 to Current, 'Covered members' (Mary, Scott, Nathan), and a 'Policy ID' (W00000001). A 'View plan details' link is also present. The 'Prescription resources' section features a circular icon with a pill bottle and text about managing prescription needs. To the right, a separate CVS Health interface is displayed, showing a 'My Dashboard' page with a greeting 'Hi Member name,' and sections for 'We Deliver Confidence' (No worries, No hassles, Save time, Save money), 'Keep current with your account' (Enroll in alerts), 'Secure Inbox' (0 new message(s), View inbox), and 'My Order Status' (View Order Status).

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.

The screenshots demonstrate the myWellmark provider finder interface. The left screenshot shows the search interface with fields for address (123 MAIN STREET, FORT MADISON, IA 52627), distance (25 miles), and provider type (Provider specialty, Provider name, Health facility). The right screenshot shows the results page for providers near Fort Madison, IA, listing three results:

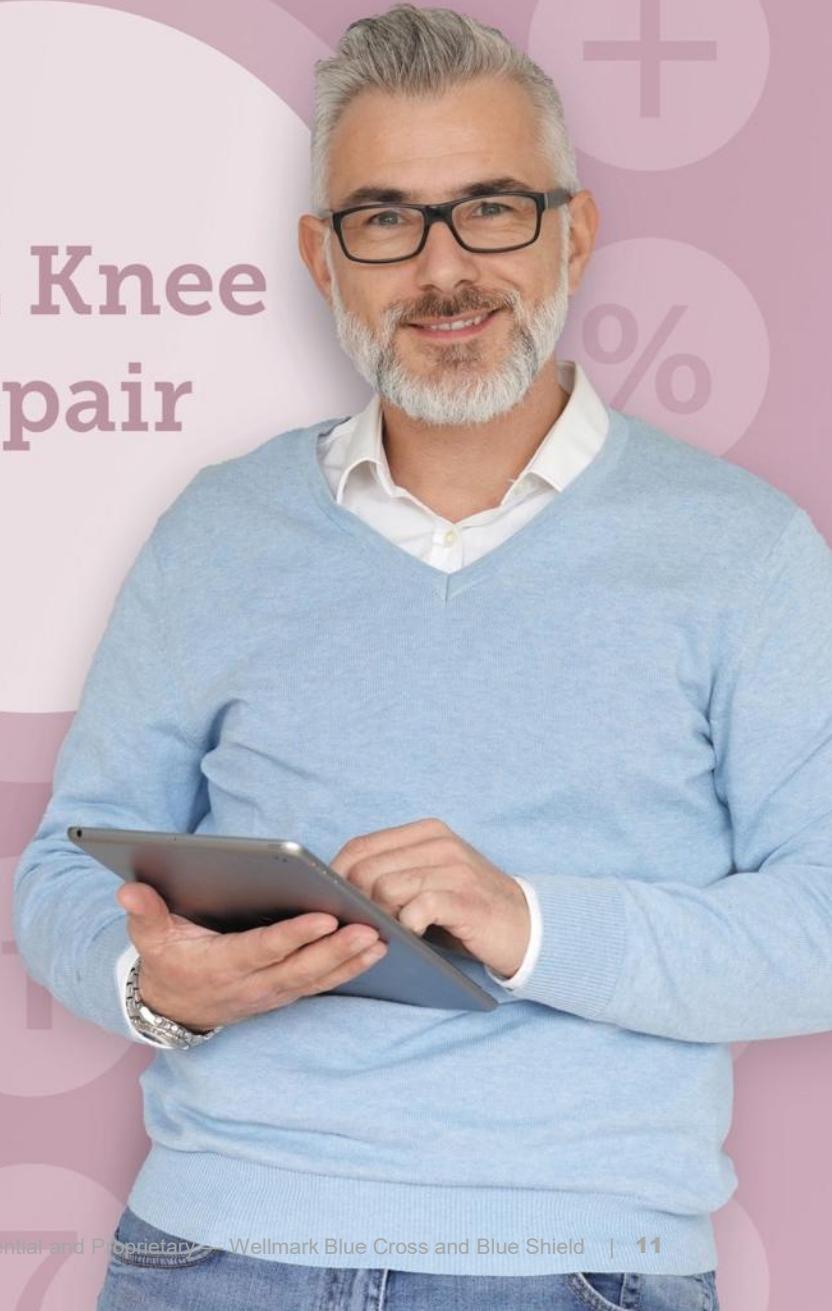
- Jamey L. Washburn, ARNP**  
Nurse Practitioner  
Location: Quick Visit Urgent Care, 1501 39th St, Fort Madison, IA 52627  
Distance: 1.9 miles  
Contact information: Phone: (319) 774-7518, Fax: (319) 382-2949  
Hours: In-person services after 5pm  
Level: Level 1  
Website: [www.quickvisiturgentcare.com](http://www.quickvisiturgentcare.com)  
**Select PCP**
- Teresa L. Krueger, ARNP**  
Nurse Practitioner  
Location: Quick Visit Urgent Care, 1501 39th St, Fort Madison, IA 52627  
Distance: 1.9 miles  
Contact information: Phone: (319) 774-7518, Fax: (319) 382-2949  
Hours: In-person services after 5pm  
Level: Level 1  
Website: [www.quickvisiturgentcare.com](http://www.quickvisiturgentcare.com)  
**Select PCP**
- Jeffrey R. Bowen, ARNP**  
Nurse Practitioner  
Location: Quick Visit Urgent Care, 1501 39th St, Fort Madison, IA 52627  
Distance: 1.9 miles  
Contact information: Phone: (319) 774-7518, Fax: (319) 382-2949  
Hours: In-person services after 5pm  
Level: Level 1  
Website: [www.quickvisiturgentcare.com](http://www.quickvisiturgentcare.com)  
**Select PCP**

# 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

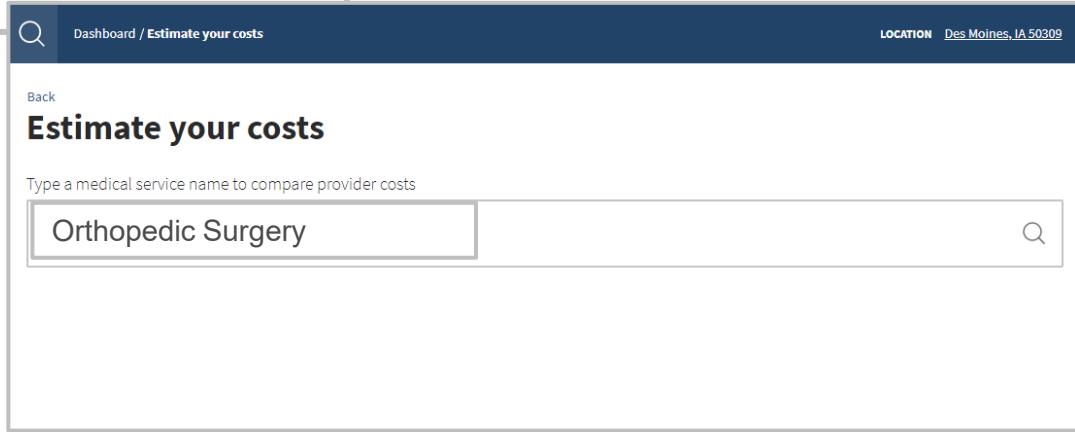
**Need a cost estimate?**

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](#)





**Provider 1 Name**  
Provider 1 Facility Name  
Orthopedic Surgery

Your estimated out-of-pocket cost  
**\$25**

Average Total Cost: \$75

 Compare

2 1234 Main Street  
Anytown, USA 12345  
0.7 miles Get directions

📞 (000) 000-0000  
🕒 Please call for office hours  
✓ Accepting new patients

---

**Provider 2 Name**  
Provider 2 Facility Name  
Orthopedic Surgery

Your estimated out-of-pocket cost  
**\$25**

Average Total Cost: \$76

 Compare

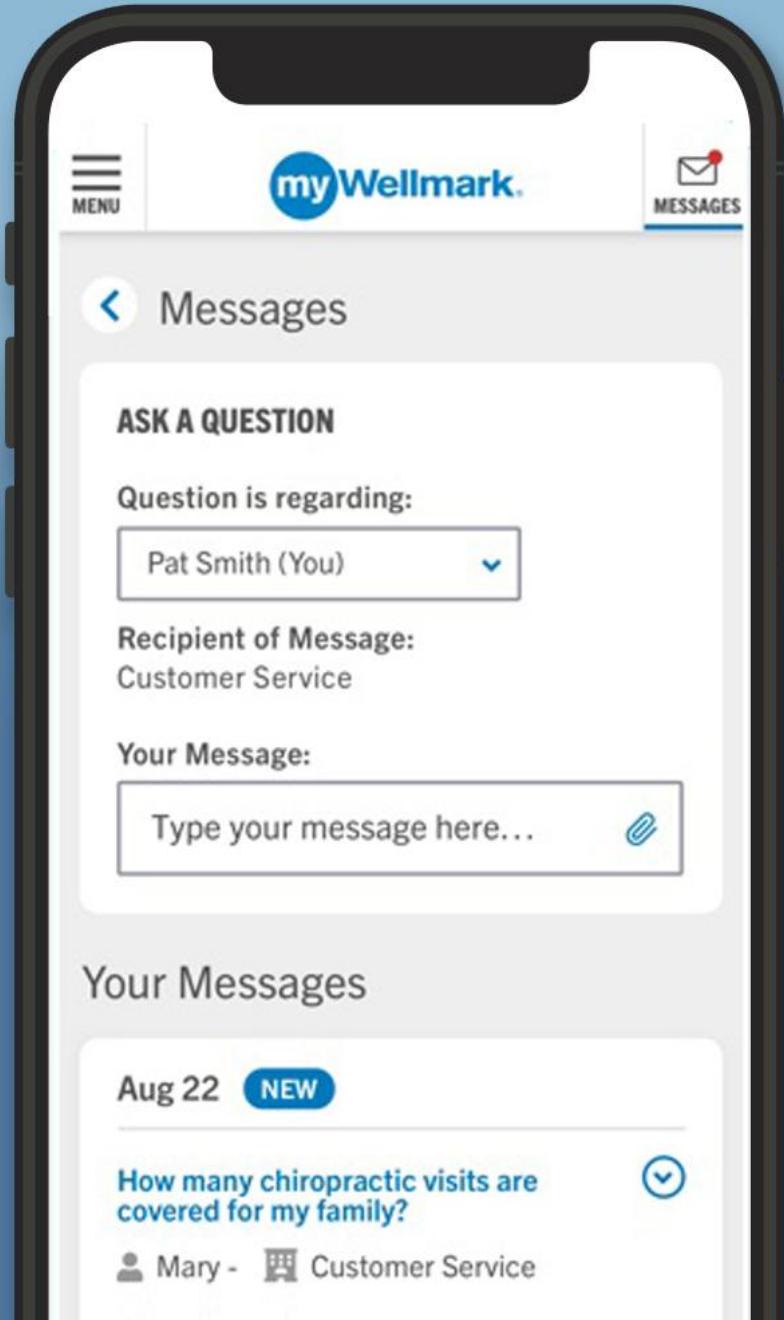
3 1234 Main Street  
Anytown, USA 12345  
0.7 miles Get directions

📞 (000) 000-0000  
🕒 Please call for office hours  
✓ Accepting new patients

---

**Provider 3 Name**  
Provider 3 Facility Name  
Email: [redacted]

Your estimated out-of-pocket cost  
**\$25**



# 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)

The screenshot shows the 'Mental health support' section of the Wellmark website. At the top, there are navigation links: Home, Claims & Spending, Care & Costs, Coverage, and Well-being (which is underlined). The main content area has a header 'Mental health support'. It features a box for the '988 Suicide & Crisis Lifeline' with a phone icon, a brief description, and a link to dial 911 or text 988. To the right is a 'Resources' sidebar with links to 'Find a provider or facility' and 'BeWell 24/7™'. Below this is a 'Need a cost estimate?' section with a link to 'Medical costs' and 'Drug costs', and a link to 'Insurance cost basics'. The main content continues with sections for 'Mental health case management services' (described as a confidential, free service that fills gaps in health care to help live your best life), 'How we can help' (listing three ways: helping understand condition, providing resources, and navigating the system), 'Our role' (noting case managers are not mental health providers, but advocates), and 'Get started' (with options for 'Contact case management' and 'Take a mental health screening'). The screening section includes 'Depression screening' and 'Anxiety screening' buttons, with a note about maintaining confidentiality.

# 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:**



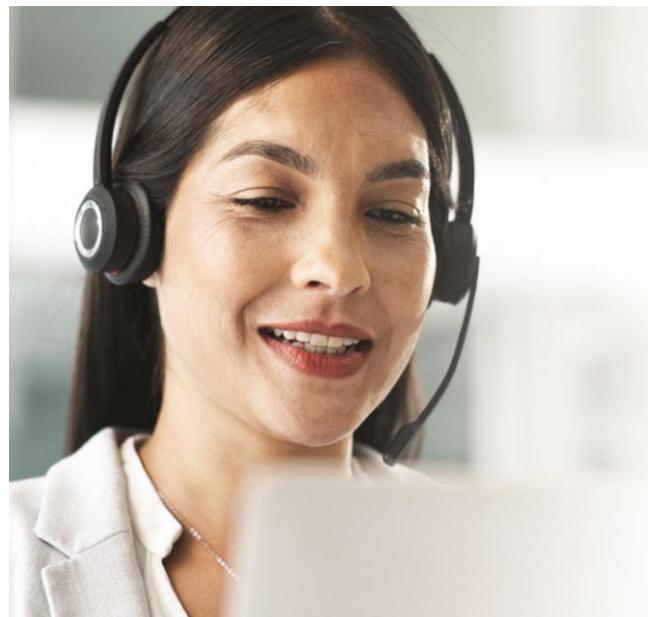
Nurse outreach to assist member with procedure/ condition knowledge, medication usage/adherence, understanding discharge plan, intention to follow-up with provider and social support.



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 3<sup>rd</sup> trimester.

**BeWell 24/7<sup>SM</sup>** – 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

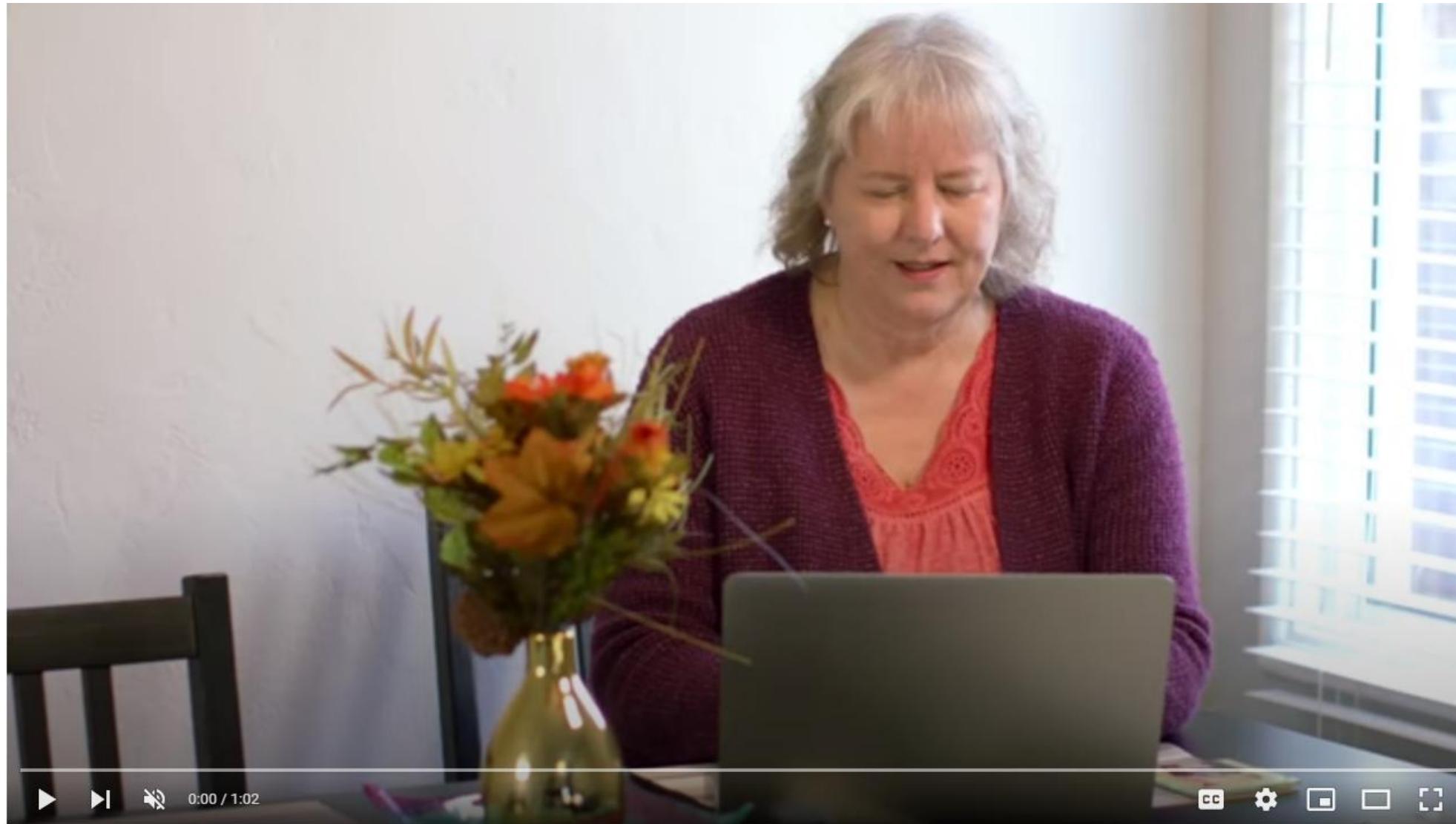


**experience  
delivered  
through one  
easy app**



# Video click the link

[Diabetes Prevention: Member Journey](#)



# 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)



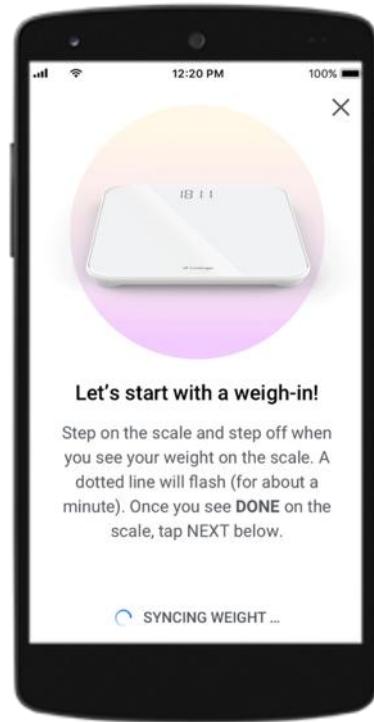
**4**

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



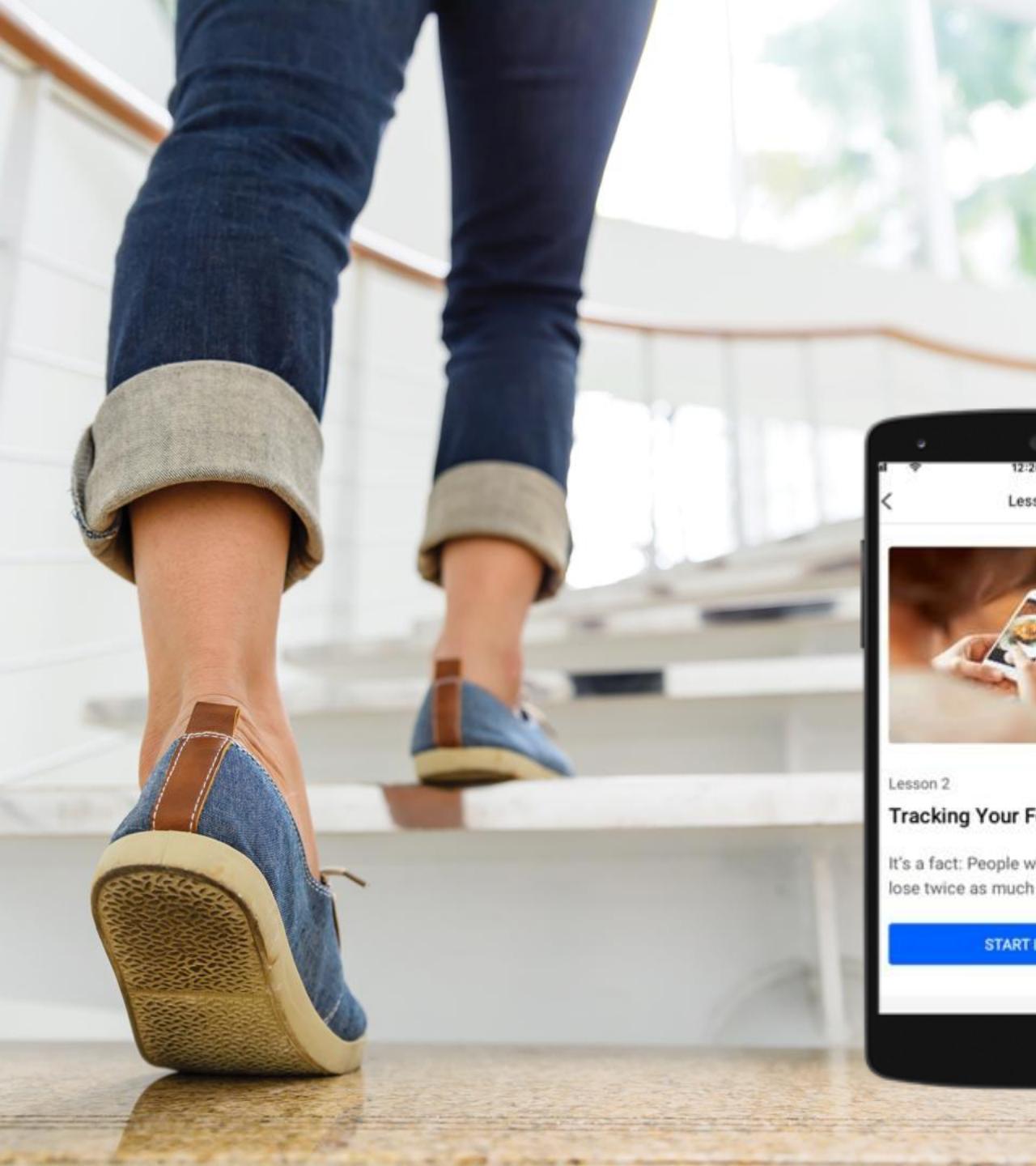
**5**

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

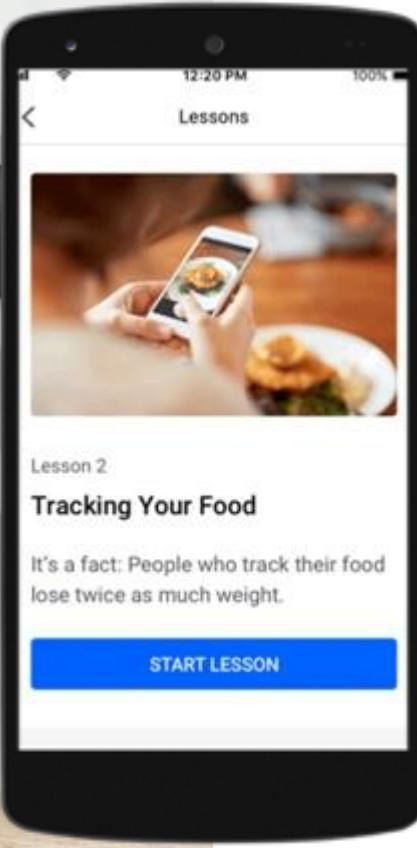


# MEMBER JOURNEY BEGINS WITH THEIR FIRST STEP ON THE SCALE





# EVIDENCE-BASED CURRICULUM AND HEALTH CHALLENGES



**Whole person, evidence-based approach**



**DPP based on CDC type 2 Prevent curriculum**



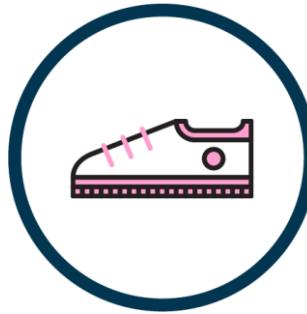
**Bite-sized and self-guided in-app lessons**



**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

Dieticians, 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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