

Choosing a plan from Blue Cross and Blue Shield of North Carolina is a smart move

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) works hard to provide you with the tools and resources you need to make informed decisions about care, including finding ways to save money.

Your Blue Cross NC plan gives you access to important benefits and resources, including:



The Power of Blue ConnectSM

Our member website, BlueConnectNC.com, is your go-to source for tools¹ and information about your health plan. There you can find in-network doctors and get cost estimates, check claims, access your digital member ID card,² manage contact preferences, chat with Customer Service – and more. And if you want access to these tools while you're on the go, download our mobile app.



Coverage for Preventive Care

This health plan covers a broad range of preventive services at no charge to you when using an in-network provider.³

Learn more at BlueCrossNC.com/Preventive.



The Support of a Primary Care Provider (PCP)

You can visit your PCP for most medical procedures and services, and when you do, you could save money. If you don't yet have an in-network PCP, you can log in to BlueConnectNC.com to find one near you.



Telehealth by Teladoc[®] Health

Telehealth (offered through Teladoc Health) provides 24/7 access to U.S. board-certified doctors who can diagnose symptoms and prescribe medication for acute care. Mental health teletherapy is also available by appointment. Primary care, dermatology, nutritional counseling and programs to help manage complex and long term care needs may also be available. Talk to your benefits administrator for details.⁴

For more information, visit TeladocHealth.com.



Blue Distinction[®] Specialty Care

Blue Distinction Centers (BDC) are hospitals recognized for their specialty care expertise. Blue Distinction Centers+ (BDC+) go a step further. They not only meet all the Blue Distinction quality standards, but they also deliver care at lower costs.

To find a BDC or BDC+ near you: Call the phone number on the back of your member ID card. Or visit the Blue Distinction Center finder at BCBS.com/Blue-Distinction-Center/Facility.



Coverage For Prescriptions

Getting prescription drugs is simple. Learn how a typical plan works for pharmacy and prescription drug coverage at BlueCrossNC.com/RxInfo.



Behavioral Health Support

Blue Cross NC Care Navigators help match members with in-network providers to address specific mental health and/or substance use needs.

Call 1-800-755-0798, or use the Self Referral Form at BlueCrossNC.com/CareNavigator.



Support From Registered Nurses

The Nurse Support Program gives you direct access to qualified nurses who can provide support when you're dealing with a complex or ongoing medical condition.⁵

Learn more at BlueCrossNC.com/Advocate.



Programs to Help Quit Tobacco

Smokers have access to programs proven to increase the chance of quitting,⁶ including one-on-one support and nicotine replacement therapy, at no additional cost. Talk to your benefits administrator for details.

Learn more at [BlueCrossNC.com/Quit-Now](https://www.bluecrossnc.com/Quit-Now).



Maternity and Family Planning

Members have access to benefits to help plan for a family, address fertility issues and care for reproductive health. This includes free access to the My Pregnancy app[®], which can help you stay on top of your health throughout pregnancy and during your baby's first two years.

Learn more at [BlueCrossNC.com/Members/Maternal-Health](https://www.bluecrossnc.com/Members/Maternal-Health).



Tools to Find Care and Save¹

In-network providers save you money, so be sure to find doctors, specialists, urgent care facilities and hospitals that are in your plan's network.

Visit [BlueCrossNC.com/Members/Find-Care](https://www.bluecrossnc.com/Members/Find-Care) for more information.



Coverage Away From Home

Enjoy coverage when you travel across the country – and even around the world – through the BlueCard[®] program.⁷ Just call the Locate Non-NC Provider number on the back of your member ID card.

To find a doctor when traveling outside the U.S., visit [bcbsglobalcore.com](https://www.bcbsglobalcore.com).



Health and Wellness Rewards

Build healthy habits and earn rewards when you use our online wellness portal and app, powered by Rally Health, Inc.⁸

Learn more at [BlueCrossNC.com/Wellness-Programs](https://www.bluecrossnc.com/Wellness-Programs).



Member Discounts

Find exclusive discounts on travel, nutrition, apparel and more with the Blue365[®] discount program.⁹ It's free to join.

Visit [BlueCrossNC.com/MemberDiscounts](https://www.bluecrossnc.com/MemberDiscounts).



Scan or Visit [BlueConnectNC.com](https://www.blueconnectnc.com)

Frequently Asked Questions

Find answers to common questions about member ID cards,² claims, emergency care and more. Learn more at [BlueCrossNC.com/BenefitsFAQ](https://www.bluecrossnc.com/BenefitsFAQ).

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides free aids to service people with disabilities as well as free language services for people whose primary language is not English. Please contact the number on the back of your ID card for assistance.

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) proporciona asistencia gratuita a las personas con discapacidades, así como servicios lingüísticos gratuitos para las personas cuyo idioma principal no es el inglés. Comuníquese con el número que aparece en el reverso de su tarjeta del seguro para obtener ayuda.

The Blue Cross NC Utilization Management (UM) program works to ensure you get the care you need in the appropriate health care setting. Find details about our UM processes and how you can appeal a denied service at [BlueCrossNC.com/UMdetails](https://www.bluecrossnc.com/UMdetails).

Blue Cross NC works to protect the privacy of your health information every day. Learn how information is protected, what information may be shared externally, rights to approve the release of information and access to medical records at [BlueCrossNC.com/PrivacyDetails](https://www.bluecrossnc.com/PrivacyDetails).

- Blue Cross NC offers several decision support tools to aid you in making decisions around your health care experience. These tools are offered for your convenience and should be used only as reference tools. You should consult your own legal counsel, tax advisor or personal physician as applicable throughout your health care experience.
- ID cards are for identification purposes only. They do not guarantee eligibility or payment of your claim.
- Preventive care services as defined by federal regulations are covered at no charge to you in-network. Federal and state-mandated preventive services are available out-of-network, for which members will pay deductible and coinsurance, plus charges over the allowed amount. Visit [BlueCrossNC.com/Preventive](https://www.bluecrossnc.com/Preventive) for more details.
- Teladoc interactive consultations are available 24 hours a day, 7 days a week. Telehealth services are subject to the terms and conditions of the member's health plan, including benefits, limitations and exclusions. Telehealth services are not a substitute for emergency care. Teladoc does not replace your primary care doctor and is not an insurance product. Teladoc is subject to state regulations. Teladoc does not prescribe DEA-controlled substances and may not prescribe nontherapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. Teladoc does not guarantee patients will receive a prescription. Health care professionals using the platform have the right to deny care if, based on professional judgment, a case is inappropriate for telehealth or for misuse of services. Teladoc and the Teladoc logo are registered trademarks of Teladoc, Inc. and may not be used without written

permission. For complete terms of use, visit member.teladoc.com/terms/terms_of_use. Teladoc is an independent company that is solely responsible for the telehealth services it is providing. Teladoc does not offer Blue Cross or Blue Shield products or services. Behavioral health telehealth is currently only available to members ages 13 or older.

- Blue Cross NC offers the Nurse Support Program for your convenience and is not liable in any way for the goods or services received; results are not guaranteed. Decisions regarding your care should be made with the advice of your doctor. Blue Cross NC reserves the right to change or discontinue this program at any time without prior notification from Blue Cross NC. This specific service may not be offered to ASO groups with more than 1,000 members. Check with your benefits administrator for more information.
 - Blue Cross NC provides tobacco cessation for your convenience. Blue Cross NC is not liable in any way for the goods or services received through the respective vendors. Blue Cross NC reserves the right to discontinue or change the program at any time without prior notification. Decisions regarding your care should be made with the advice of your doctor. Check with Blue Cross NC Customer Service to determine your eligibility. Blue Cross NC has contracted with a third-party vendor independent from Blue Cross NC to bring you these offerings.
 - Blue Cross Blue Shield Association (BCBSA): [bcbcs.com/learn/glossary#B](https://www.bcbcsa.com/learn/glossary#B) (Accessed March 2024).
 - Rally Health, Inc. (Rally[®]) is an independent company that is solely responsible for the services it provides. Rally does not offer Blue Cross or Blue Shield products or services.
 - Blue365 offers access to savings on items that members may purchase directly from independent vendors, which are different from items that are covered under the policies with your Blue Cross and/or Blue Shield Company (each a "Blue Company"), its contracts with Medicare, or any other applicable federal health care program. The products and services described herein are neither offered nor guaranteed under your Blue Company's contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to your Blue Company's grievance process. BCBSA may receive payments from Blue365 vendors. BCBSA does not recommend, endorse, warrant or guarantee any specific Blue365 vendor or item.
- Wildflower Health is an independent company solely responsible for the services it provides via the My Pregnancy app on behalf of Blue Cross NC. Wildflower Health does not offer Blue Cross or Blue Shield products or services.
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[BlueCrossNC.com](https://www.bluecrossnc.com)



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