

Keep Track of Your Health Care






Quick, Easy and When You Need It

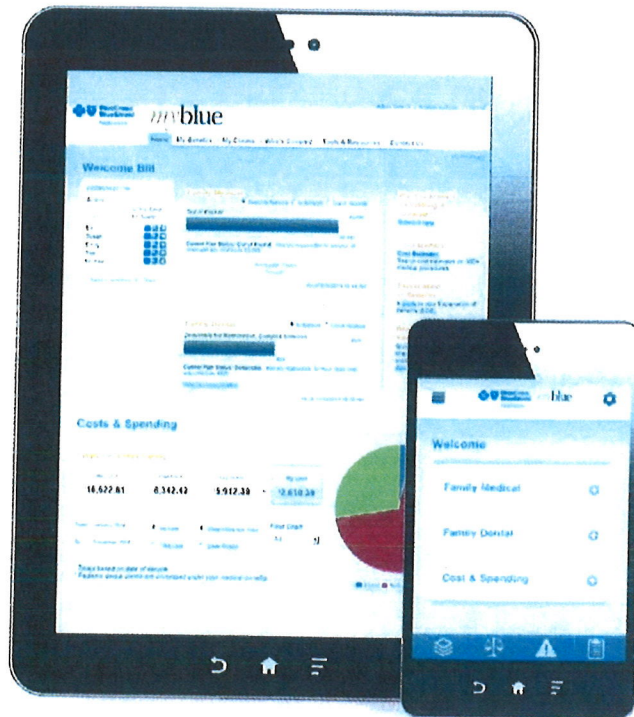


myblue

Personalized for You

Get 24/7 secure access to everything you need to manage your Blue Cross and Blue Shield of Nebraska health plan.

-  Find an in-network doctor
-  Access your member ID card
-  Look up claims
-  Compare cost for treatments
-  View important policy documents and forms



Put myblue at Your Fingertips!

There are two easy ways to sign up for free:

- 1 Download the **myblue Nebraska app** on your mobile device from the Apple App Store or Google Play
- 2 Go to **nebraskablue.com**
Then, select "Sign Up" and complete the four easy steps

You will need your member ID number found on the front of your BCBSNE member ID card.

If you have questions about myblue, just call the phone number on the back of your BCBSNE member ID card.

Manage Your Health Care Plan – myNebraskaBlue.com

Everything you need to manage your plan in one easy place - myNebraskaBlue.com

Stay confident and in-the-know about your health care benefits all year long. Search for in-network doctors, review your claims and benefits information – and more.

→ **Activate your account**

You'll need your member ID card to sign up.

1. Go to NebraskaBlue.com
2. Select "Activate Now"
3. Enter your name, email, member ID and cardholder info
Tip: Each family member over age 18 must create a separate account. During sign up, each person will be asked to identify as self (subscriber), spouse, or other.
4. See your family's health information by ensuring each member over 18 creates an account and completes a [Protected Health Information \(PHI\) authorization form](#)
5. Customize account settings, including [go-paperless options](#)

You can also download and activate your account through the myblue Nebraska mobile app, available on the App Store™ and Google Play™ store.

Navigating myNebraskaBlue.com

Your guide to online features available in myNebraskaBlue.com.

Home tab

Click "Deductible Status" and see how much has been applied to your deductible.

- Know how much has already gone toward the deductible and out-of-pocket.
- Look at each family member on your plan to see their health care costs. (Requires authorized PHI form)

Download your mobile member ID card.

My Benefits tab

Understand benefit cost, see your deductible, coinsurance and out-of-pocket amounts.

My Claims tab

See each claim sent from your doctor's office or pharmacy.

- Click the detail arrow icon below the claim for more details on the cost of the service and discounts.
- Download and print a full explanation of benefits (EOB) for each claim.











Tools & Resources tab

Adjust View ▾ My Documents Account Settings Log Out


BlueCross BlueShield Nebraska *myblue*

Home My Benefits My Claims Who's Covered **Tools & Resources** Contact Us

COVID-19 - How Blue Cross and Blue Shield of Nebraska is responding to the coronavirus—and what you need to know

-  **Pharmacy Benefits**
Visit MyPrime
-  **Find a Doctor or Hospital**
Search our directories
-  **Forms**
Complete or download important forms
-  **What Does it Cost?**
Search for a condition, procedure, or treatment
-  **My HSA/Benefit Wallet**
Mellon Bank health savings account
-  **Find a Dentist**
Search our dental directory
-  **GeoBlue Global Coverage**
Travel Medical & International Health Insurance
-  **Telehealth**
Connect with a doctor anytime, anywhere
-  **BlueHealth Advantage**
Manage your well-being - little things, big difference
-  **Blue365® Exclusive Member Discounts**
Save locally and nationally with health and wellness deals

* Please turn off or temporarily disable pop-up blocker to access these links.



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An Innovative Way to Access Health Care 24/7/365!

Blue Cross and Blue Shield of Nebraska (BCBSNE) believes in the importance of providing options to help you access affordable and immediate health care. That is why we are delighted to offer telehealth to our members.

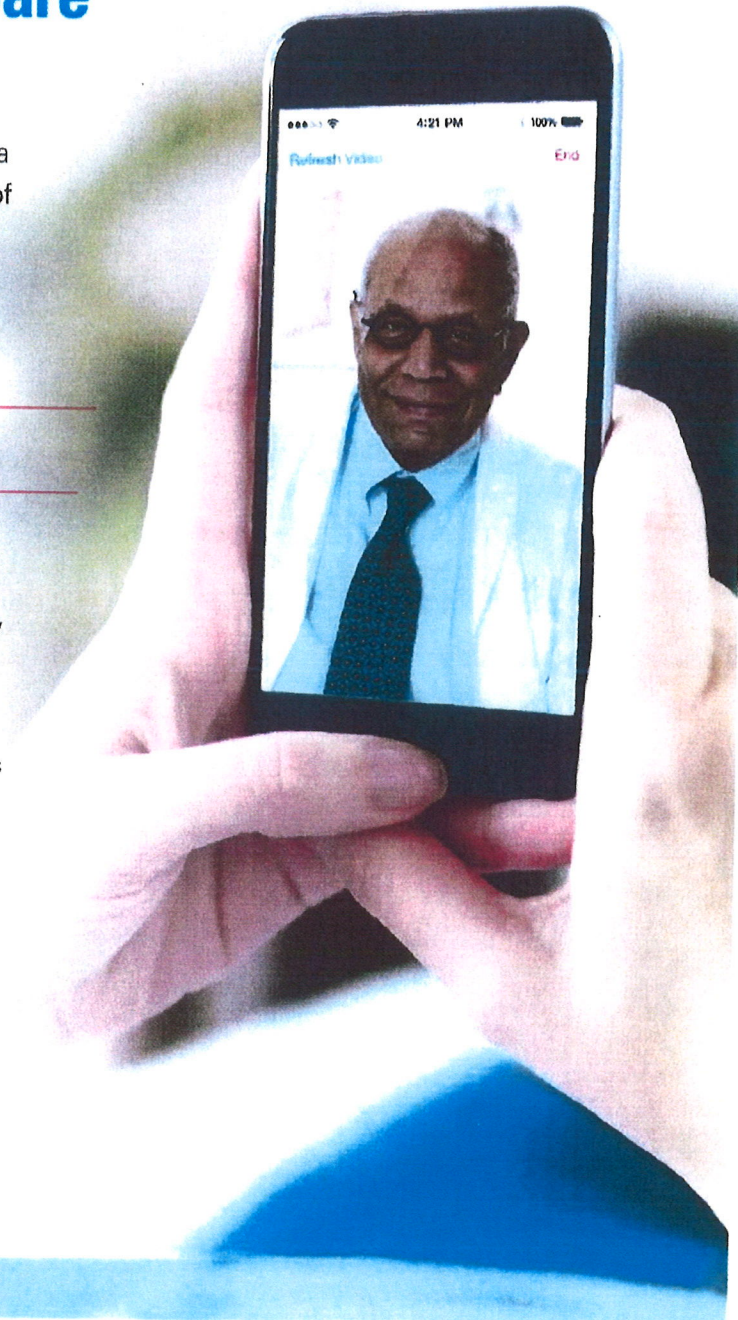
Telehealth Services

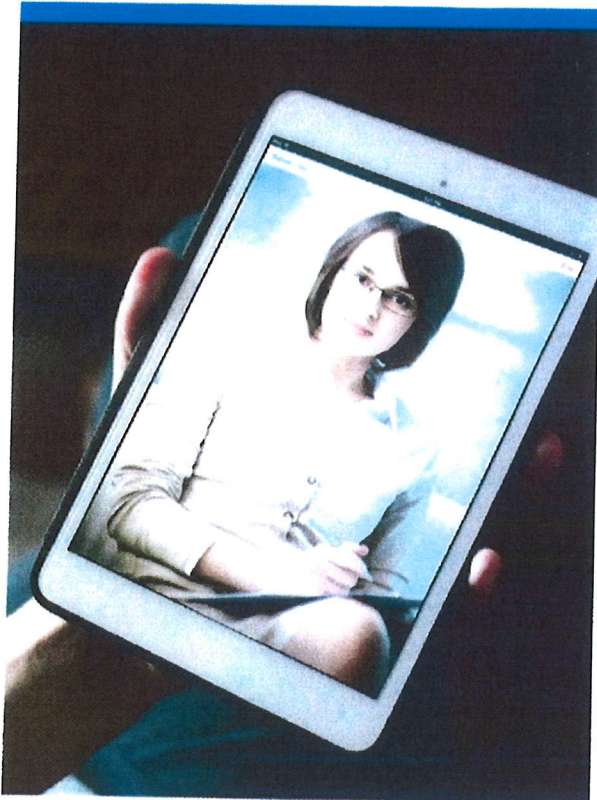
How does it work?

Telehealth is an innovative patient consultation service that lets you connect with a U.S. board-certified, licensed and credentialed doctor quickly and easily using your computer, tablet or phone. It's easy to use, affordable, private and secure.

Rather than having to schedule a doctor's appointment and travel to and from the doctor's office, telehealth lets you interact with a doctor at your convenience for common conditions, such as:

- Sinus infection
- Cold
- Flu
- Fever
- Rash
- Abdominal pain
- Pinkeye
- Ear infection
- Migraine
- Sore throat





Behavioral Health Services Also Available

With telehealth behavioral health services, Amwell's licensed therapists can provide treatment for the following conditions:

- Anxiety
- Depression
- Attention deficit hyperactivity disorder (ADHD)
- Obsessive-compulsive disorder (OCD)
- Trauma/Post-traumatic stress disorder (PTSD)
- Bereavement
- Panic attacks
- Stress
- And more

Therapists are available by appointment from 7 a.m. to 11 p.m. local time, seven days per week.

Board-Certified Doctors

Who provides telehealth services?

Blue Cross and Blue Shield of Nebraska provides telehealth services through American Well®, also known as Amwell, the industry's leader in telehealth solutions. With Amwell, you can register for free, and the cost per visit is less than the cost of an in-person doctor office visit.

Amwell offers:

- A choice of trusted, U.S. board-certified doctors
- Access to a licensed physician via computer, tablet or phone
- Consultation and diagnosis for common conditions, including e-prescriptions to your pharmacy of choice (when appropriate and where allowed*)

Convenient and Easy

You never know when you may need a doctor.

Telehealth can be used any time, day or night. It's perfect when your doctor's office is closed, you're too sick or busy to see someone in person, or even when you're traveling.

Register Now

There are three easy ways to register:

1. Download the Amwell app on your mobile device from the **Apple App Store** or **Google Play**
2. Visit nebraskablue.com/telehealth
3. Call toll-free **844-SEE-DOCS (844-733-3627)**

When prompted, enter Service Key **BCBSNE** to get the Blue Cross and Blue Shield of Nebraska member rate.

*Telehealth is available in most states, but some states do not allow telehealth consults or telehealth prescriptions. For more information, visit: info.americanwell.com/where-can-i-see-a-doctor-online
Psychiatry services are not available in all states. American Well is an independent company that provides telehealth services for Blue Cross and Blue Shield of Nebraska.

Via computer

Telehealth Quick Start Guide: Web Registration

1. To sign up for **Amwell**, visit: NebraskaBlue.com/Telehealth
2. Enter your name, email, create a password and click the green "Sign Up" button.

Enter your location, birthday, and gender. Click "Continue."

Select that you have health insurance. Pick **Blue Cross Blue Shield of Nebraska** from the insurance drop down and enter your member ID number from your Blue Cross and Blue Shield of Nebraska member ID card.

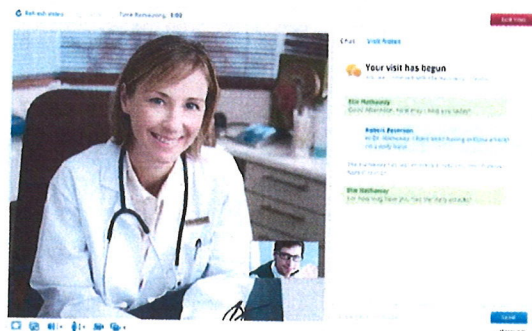
To receive telehealth services at no cost, enter **BCBSNE** in the Service Key field. Click "Finish."

- To receive telehealth services at no cost, enter **BCBSNE** in the Service Key field.

5. When you are ready to have a visit, choose a provider and enter the necessary information (symptoms, pharmacy of choice, optional medical history, current medications and vitals). Next, enter your insurance information and payment information.

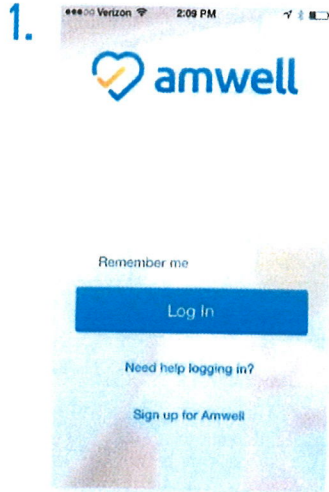
To visit with a telehealth doctor at no charge to you, when prompted on the Payment screen, enter **Coupon Code BCBSNEFREE**.

7. You will connect with enhanced video and see the provider in high definition.

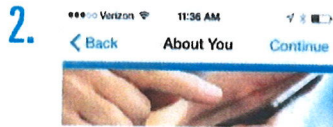


via Cell Phone

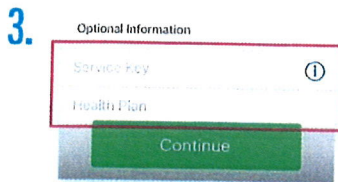
Telehealth Quick Start Guide: Mobile Registration



1. Search the App Store or Google Play for "Amwell." Download the Amwell app.



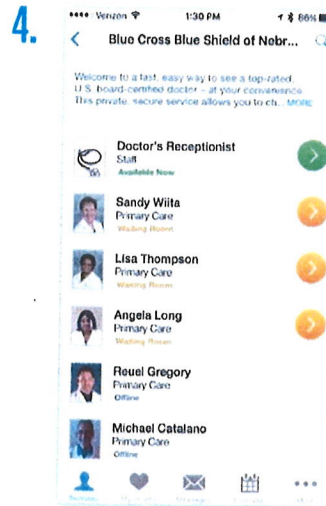
2. Click "Sign Up for Amwell" at the bottom of the screen. Enter your personal information, your email and create a password.



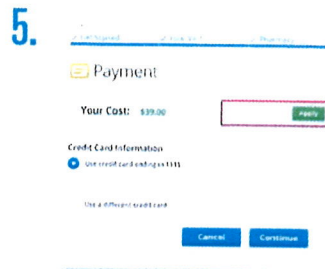
3. To receive telehealth services at no cost, enter **BCBSNE** for your Service Key under "Optional Information."

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Select **Blue Cross Blue Shield of Nebraska** from the insurance drop down and enter your member ID number shown on the front of your Blue Cross and Blue Shield of Nebraska member ID card.



4. When you are ready to have a visit, choose a provider and enter the necessary information (symptoms, pharmacy of choice, optional medical history, current medications and vitals). Next, enter your insurance information and payment information.



5. To visit with a telehealth doctor at no charge to you, when prompted on the Payment screen, enter **Coupon Code BCBSNEFREE**.



6. Begin your visit!

Nebraska Centers of Excellence



Beginning July 1, 2019, for total knee or hip replacement surgeries performed at one of the Nebraska Centers of Excellence below, BCBSNE will waive deductible and coinsurance amounts* for the surgical facility charges for applicable plans.

Kearney Regional Medical Center

Lincoln Surgical Hospital

OrthoNebraska Hospital

Midwest Surgical Hospital

Requirements

- Nebraska Center of Excellence must be in network; this benefit is available for the NEtwork Blue and Premier Select BlueChoice networks
- Only inpatient total knee or hip replacement surgeries qualify for this benefit
- Surgery must be performed at one of our Nebraska Centers of Excellence

*Qualified high-deductible health plans will have the coinsurance waived only. To find out more about the Nebraska Centers of Excellence program, visit nebraskablue.com/COE.

Diabetes Management and Support Program



FREE glucose meter

As part of your health plan, employees have access to a free glucose meter. Contour Next One is provided by Ascensia and can be obtained at the local pharmacy or ordered online.

According to the American Diabetes Association:

- Annual medical expenditures for people diagnosed with diabetes average \$16,750, of which an estimated \$9,600 is due to diabetes.
- Those with diabetes have 2.3x higher than expected health care costs.
- The indirect costs of diabetes to businesses: \$37.5 billion in loss of work as a result of a diabetes-related disability.

What we're doing about it:

Blue Cross and Blue Shield of Nebraska has developed an innovative diabetes education program, using a mobile app supported by our nurse diabetes educators. The program is designed to help your employees:

- Become educated on diet and exercise
- Follow their physician's prescribed diabetes regimen
- Take medication as prescribed
- Navigate health care benefits and coverage

Employees will have access to:

- Customized notifications for medications, appointments and other daily tasks
- In-app chat with their nurse diabetes educator to ask questions – and get encouragement and support
- Library of diabetes-related articles, videos and other resources

Ascensia Diabetes Care is an independent company that provides the Contour Next One glucose meter. Ascensia does not provide Blue Cross and Blue Shield of Nebraska products or services.