

2023 Blue Cross and Blue Shield Service Benefit Plan - FEP Blue Focus

Section 5(h). Wellness and Other Special Features

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The BPM must be received through this program. Benefits are not available for BPMs for members who do not meet the criteria or for those who obtain a BPM outside of this program. For more information, call us at the phone number on the back of your ID card.

MyBlue® Customer eService

Visit **MyBlue Customer eService** at www.fepblue.org/myblue or use the fepblue mobile app to check the status of your claims, change your address of record, request claim forms, request an ID card, and track how you use your benefits. Additional features include:

- **Online EOBs – You will automatically be enrolled in online EOBs.** This will allow you to view, download, and print your explanation of benefits (EOB) forms. Simply log on to MyBlue via www.fepblue.org/myblue and click on “View My Claims”; from there you can search claims and select the “EOB” link next to each claim to access your EOB. Though your EOBs typically will be available online, there are some instances where you will receive a paper EOB and a form to complete. You can also access EOBs via the fepblue mobile app. Simply link to MyBlue, and click on "Claims."
- **Opt into Paper EOBs** – If you wish to receive paper EOBs, you may log on to MyBlue home page, click on “Member Preferences” from the navigation bar and opt in by selecting “paper EOBs.”
- **Personalized Messages** – Our EOBs provide a wide range of messages just for you and your family, ranging from preventive care opportunities to enhancements to our online services.
- **Financial Dashboard** – Log in to MyBlue to access important information in real time, including deductibles, out-of-pocket costs, remaining covered provider visits, medical claims, and pharmacy claims. You also can review your year-to-date summary of completed claims, and pharmacy spending throughout the year.

National Doctor & Hospital Finder

Visit www.fepblue.org/provider to access our National Doctor & Hospital Finder and other nationwide listings of Preferred providers.

Care Management Programs

If you have a rare or chronic disease or have complex healthcare needs, the Service Benefit Plan offers two types of Care Management Programs that provide assistance with the coordination of your care, provide member education and clinical support.

- Case Management provides members who have acute or chronic complex healthcare needs with the services and assistance of a licensed healthcare professional with a nationally recognized case management certification. Case managers may be a registered nurse, licensed social worker, or other licensed healthcare professional practicing within the scope of their license, who may work with you and your providers to assess your healthcare needs, coordinate needed care and available resources, evaluate the outcomes of your care, and support and monitor the progress of the member's treatment plan and healthcare needs. Some members may receive guidance and clinical support for an acute healthcare need while others may benefit from a short term case management enrollment. Enrollment in case management requires your consent. Members in case management are asked to provide verbal consent prior to enrollment in case management and must provide written consent for case management.

Note: Benefits for care provided by residential treatment centers require written consent and participation in Case Management prior to admission; please see pages [76](#), [87](#) and [107](#) for additional information.

- Disease Management supports members who have diabetes, asthma, chronic obstructive pulmonary disease (COPD), coronary artery disease, or congestive heart failure by helping them adopt effective self-care habits to improve the self-management of their condition. If you have been diagnosed with any of these conditions, we may send you information about the programs available to you in your area.

If you have any questions regarding these programs, including if you are eligible for enrollment and assistance with enrollment, please contact us at the customer service phone number on the back of your ID card.

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