

Health & Wellness Benefits

These extra health and wellness benefits complete your coverage and are important to staying well. These benefits are in addition to those listed in the enrollment brochure:

- 24/7 Nurseline
- Rewards Program
- SilverSneakers®
- Virtual Visits

If you choose to enroll in the plan, keep this document so you can easily find the contact information for these benefits. Check your plan documents for more information or call the Education Helpline at **1-877-842-7564 TTY 711**. We are open October 1 – March 31: Daily, 8:00 a.m. to 8:00 p.m., local time. April 1 – September 30: Monday through Friday, 8:00 a.m. to 8:00 p.m., local time. Alternate technologies (for example, voicemail) will be used on weekends and holidays.

24/7 Nurseline

Your health questions can be answered by a registered nurse. This service is available 24 hours a day, 7 days a week. Get help with health concerns such as asthma, dizziness or severe headaches, high fever and more. You can reach the 24/7 Nurseline at **1-800-631-7023 TTY 711**.

Blue365® Discount Program

With Blue365, you may save money on health and wellness products and services such as contacts, dental care, fitness devices, glasses, healthy meals, hearing aids, clothes and shoes, and more from trusted retailers. Availability of discounts is subject to change. See all the deals and learn more at **www.blue365deals.com/bcbstx**.

Hearing Care

Through our partnership with TruHearing®, your plan covers routine hearing exams and may include an allowance on hearing aids. Check your Summary of Benefits for details about what your plan covers. Visit the TruHearing website at **www.truhearing.com** or call **1-844-855-9536 (TTY 711)** to learn more.

MDLIVE Virtual Visits

Make an appointment with an independently contracted, board-certified MDLIVE provider for non-emergency medical conditions and mental health support, including therapy and psychiatric care. You can meet by phone, mobile app or online video 24 hours a day, 7 days a week. Note: Your primary care provider may also offer virtual visits. Visit **www.mdlive.com/bcbstx-medicare** or call **1-866-954-3585 TTY 1-800-770-5531**.

Modivcare | Non-Emergency Transportation Services

Getting to the doctor or pharmacy is easier with transportation services through Modivcare. Check your Summary of Benefits for details about how many one-way rides are covered each year. Arrange trips by calling the Customer Service number on the back of your member ID card.

Mom's Meals | Post Discharge Meals at Home

Mom's Meals offers healthy meals to aid in your recovery for a limited period after getting discharged from an inpatient hospital stay. To learn more, check your Summary of Benefits. Once you are a member, call the Customer Service number on the back of your member ID card to arrange meals.

Rewards Program

The Rewards Program gives you a healthy and easy way to earn up to \$100 in gift cards from national and local retailers. You can receive a gift card of your choice for completing Healthy Actions like having an annual check-up or getting a flu shot, throughout the year. Visit **www.BlueRewardsTX.com** and login to learn more.

SilverSneakers Fitness Program

SilverSneakers offers fitness classes led by certified instructors, thousands of fitness locations nationwide, and a welcoming community where you can have fun with friends and meet new people. Virtual classes are also available. For more information, visit **www.silversneakers.com** or call **1-866-584-7389 (TTY 711)**.

This is not a complete description of benefits. Please refer to your plan documents for details.

The relationship between these vendors and Blue Cross and Blue Shield of Texas is that of independent contractors. BCBSTX makes no endorsement, representations or warranties regarding any products or services offered by the above-mentioned vendors.

Blue365 is a discount program only for BCBSTX members. This is NOT insurance. Some of the services offered through this program may be covered under your health plan. Employees should check their benefit booklet or call the Customer Service number on the back of their ID card for specific benefit facts. Use of Blue365 does not change monthly payments, nor do costs of the services or products count toward any maximums and/or plan deductibles. Discounts are only given through vendors that take part in this program. BCBSTX does not guarantee or make any claims or recommendations about the program's services or products. Members should consult their doctor before using these services and products. BCBSTX reserves the right to stop or change this program at any time without notice. Hearing services are provided by American Hearing Benefits, Beltone™, HearUSA and TruHearing®. Vision services are provided by ContactsDirect®, Croakies, Davis VisionSM, EyeMed Vision Care, Glasses.com, Jonathan Paul Fitovers and LasikPlus®.

TruHearing® is a registered trademark of TruHearing, Inc., which is an independent company providing discounts on hearing aids. Virtual Visits may be limited by plan. For providers licensed in New Mexico and the District of Columbia, Urgent Care service is limited to interactive online video; Behavioral Health service requires video for the initial visit but may use video or audio for follow-up visits, based on the provider's clinical judgment. Behavioral Health is not available on all plans. MDLIVE is a separate company that operates and administers Virtual Visits for Blue Cross and Blue Shield of Texas. MDLIVE is solely responsible for its operations and for those of its contracted providers. MDLIVE® and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without permission.

ModivCare is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide transportation services for members with coverage through BCBSTX.

The Healthy Activity Portal is a website owned and operated by HealthMine, Inc., an independent company, that has contracted with Blue Cross and Blue Shield of Texas to provide digital health and personal clinical engagement tools and services for members with coverage through BCBSTX.

SilverSneakers® is a wellness program owned and operated by Tivity Health, Inc., an independent company. Tivity Health and SilverSneakers® are registered trademarks or trademarks of Tivity Health, Inc., and/or its subsidiaries and/or affiliates in the USA and/or other countries.

HMO and PPO plans provided by Blue Cross and Blue Shield of Texas, which refers to Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), HCSC Insurance Services Company (HISC) and GHS Insurance Company (GHSIC). HMO and PPO employer/union group plans provided by HCSC. HCSC, HISC and GHSIC are Independent Licensees of the Blue Cross and Blue Shield Association. HCSC, HISC and GHSIC are Medicare Advantage organizations with a Medicare contract. Enrollment in these plans depends on contract renewal.