

BENEFITS WITH YOUR EXCELLUS BLUECROSS BLUESHIELD MEMBERSHIP



Telemedicine

On demand access to affordable, quality health care. Anytime, anywhere!

If your doctor isn't available, telemedicine may be an option for you. Telemedicine gives you fast access to medical and behavioral health care 24/7/365, from the comfort of your home, office, or on-the-go. Through our partnership with **MDLIVE**, you'll receive the same quality of care you receive from your own doctor, via your phone, tablet, or computer.

When to use telemedicine:

- 24/7/365
- If your primary care doctor is not available
- Instead of going to the ER or an urgent care center (for non-emergency issues)
- If traveling and in need of medical care



Visit [ExcellusBCBS.com/Telemedicine](https://www.ExcellusBCBS.com/Telemedicine) or call 1-866-692-5045 for more information and instructions.

Emergency Room vs. Urgent Care

Understanding the Difference

For injuries that need immediate attention but are not serious or life threatening, consider going to an urgent care facility. With urgent care, you get the immediate care you need, often without the wait or rush that can come when the emergency room is busy. Plus, it usually costs much less than the emergency room.

Urgent care centers can do x-rays, lab work and other diagnostic tests.

Keep the number of your nearest Urgent Care Center in an easy-access place, like your cell phone.

Visit [ExcellusBCBS.com/UrgentCare](https://www.ExcellusBCBS.com/UrgentCare) to find an Urgent Care location.

Urgent care is ideal for:

- Minor cuts, bruises or burns
- Broken bones, muscle strains or sprains
- Sore throat, cold and flu treatment
- Ear infections



Go to the emergency room immediately for:

- Any life threatening injury
- Behavioral conditions that endanger the person or others
- Serious problems with a person's bodily functions
- Loss of limb, puncture wounds or deep cuts



Preventive Care

Preventive care can help you stay healthy and reduce your risks for certain illnesses. The following preventive services are covered in full by your Excellus BCBS insurance plan:

- Annual Adult Physical Examinations
- Well-Baby and Well-Child Care
- Well-Woman Examinations
- Adult Immunizations
- Mammograms
- Family Planning and Reproductive Health Services
- Bone Mineral Density Measurements or Testing



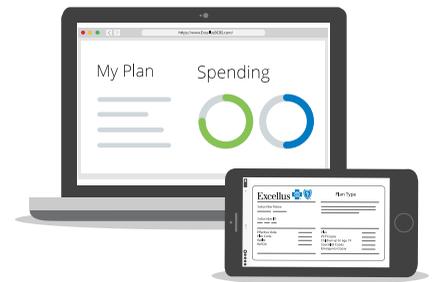
Visit ExcellusBCBS.com/PreventiveCare to learn more about these and other services available to you.

Member Tools and Discounts Available on ExcellusBCBS.com

Estimate Medical Costs

Estimate medical costs to help plan for out-of-pocket expenses and make informed health care decisions, plus find doctors in one easy-to-use search tool.

- Search average estimated out-of-pocket medical costs for 1,600+ treatment categories and 400+ procedures.
- Find out how much you'll need to pay out-of-pocket based on your current benefits and cost sharing amounts
- Sort provider results by cost, distance and number of treatments



Log in to your ExcellusBCBS.com member account to access the Estimate Medical Costs tool directly from your member dashboard.

Blue365[®] and Fitness Your Way[™]

Blue 365[®] offers great deals to keep you healthy and happy every day of the year, all included as part of your Excellus BCBS membership. You can save money with exclusive discounts at top health and wellness retailers around the county and get weekly deals emailed right to your inbox each week. Fitness Your Way[™] by Tivity Health[™], one of the most popular Blue365[®] offerings, can help you meet your fitness goals while staying on budget and fitting in to your busy schedule! Fitness Your Way offers access to 10,000+ different fitness locations for just \$29 a month.*

Visit any participating fitness location – anytime, anywhere – as often as you like. Locations include select Planet Fitness, Curves and Snap Fitness. A limited number of Gold's Gyms and YMCAs in certain areas also participate. You can also receive discounts on massage, yoga, tai chi, Pilates, personal training and more, plus enjoy savings on vitamins, exercise equipment, aromatherapy and organic products.

Visit ExcellusBCBS.com/Blue365 and log in to your member account to learn more!

* See program details for complete pricing information.



Our Health Plan complies with federal civil rights laws. We do not discriminate on the basis of race, color, origin, age, disability, or sex.

Atención: Si habla español, contamos con ayuda gratuita de idiomas disponible para usted.

Consulte el documento adjunto para ver las formas en que puede comunicarse con nosotros.

注意：如果您说中文，我们可为您提供免费的语言协助。请参见随附的文件以获取

A nonprofit independent licensee of the Blue Cross Blue Shield Association.

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