

9 ways we're supporting your health while tackling rising costs*

When we support your health, we're also helping to control rising health care costs.

Programs like care coordination, chronic condition support and virtual care, for example, help improve access and ensure you get the right care when needed. As your local, mission-based health plan, we work closely with your providers and the broader health care system to keep you healthier — helping to prevent health issues that can also lead to higher costs.



1 Investing in your wellness

- You're supported by our teams – nurses, social workers, therapists, customer care staff and more – in many ways:
 - Care coordination and benefit education
 - Help overcoming barriers like language or transportation
 - Reminders for missed preventive health screenings
 - Dedicated teams support members with complex needs
 - Nutrition support from dietitians – from weight loss to managing diabetes, pregnancy, heart and kidney health
 - An app that connects members with care managers, dietitians, nurses and more
- Likely no-cost coverage for preventive health screenings and annual checkups
- A tool to help members understand their surgery options
- **Digital wellbeing program**
- Employer-based wellness programs
- **Blue365** health and wellness discounts
- 24/7 Nurse Call Line at 877-222-1240 (TTY 711)

3 Chronic condition management

- Support for those with COPD, congestive heart failure, diabetes or **stage 4 or 5 kidney disease**
- Health education materials

4 Support for new moms

- Nurses, dietitians, social workers and behavioral health care managers support moms during and after pregnancy
- Piloting programs to reduce severe maternal complications such as pre-eclampsia

5 Stronger provider partnerships

We continue to look for ways to deepen these partnerships to support community health:

- Provider incentives for high-quality, cost-effective care
- Lower costs when you choose **in-network providers**
- **Blue Distinction**: Recognizing high-quality providers
- Support for small hospitals who want access to advanced electronic medical records and other technology capabilities

2 Support for older adults

- **In-home care** for our most vulnerable, older members
- **Fitness programs, gym memberships and healthy aging resources**
- Fall prevention programs



Everybody Benefits

6 Prescription drug solutions

- Home delivery of your medications
- **Pharmacy Concierge:** Clinical pharmacists work with your providers and review medication for safety, effectiveness and savings opportunities with approved generics or biosimilars**
- Site of Care: Infusion therapy at lower-cost locations like your home
- Promoting FDA-approved **biosimilars** for conditions like cancer and autoimmune disease. They work just as well but cost less compared to biologics
- Our covered drug lists (formularies) are designed to help you get the right medicine when and where you need it. View them [online](#) to guide discussions with your doctor

7 Expanding Virtual Care

- When your doctor isn't available in person, **virtual visits can help you access care sooner**, including:
 - Virtual options for minor illnesses and injuries, **physical therapy**, behavioral health, dermatology and cardiac rehab



*Some of these programs may not be available to all members. This list also represents key strategies, but it is not a complete overview of all the ways Excellus BCBS supports your health while managing rising costs. For questions, visit [ExcellusBCBS.com](#) or call the Customer Care number on the back of your member card.

**Our Pharmacy Concierge program is for mid- and large-sized employers.

A nonprofit independent licensee of the Blue Cross Blue Shield Association

8 Local community support

- As your local health plan, our 4,000+ employees live and work in the communities we serve, providing local support for you
 - In-person support at **resource centers**
 - **Investments** in what matters – food as medicine, housing, transportation, and behavioral health – to make communities healthier
 - Community Connections team reaching hard-to-reach or socially-isolated members and reconnecting them to care
 - Our facilitated enrollers attend community events and visit nonprofits, clinics and more to help members with their benefits

9 Data-driven improvements

- We use data to uncover gaps in care, rising costs and issues like duplicate tests or billing errors – so we can act quickly to protect members, improve health outcomes and tackle affordability