BlueCross BlueShield of North Carolina

BlueConnect℠

BLUE CONNECT | Your Health in Your Hands

BlueConnect

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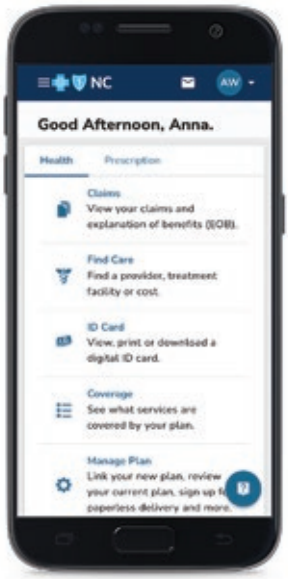
GET TO KNOW BLUE CONNECT
your personal health plan information in your hands

The simplest way to manage your health care

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) understands the importance of having easy access to your health insurance plan information. That's why both **BlueCrossNC.com** and the Blue Connect Mobile℠ NC app provide members with the tools they need to manage their plan and make informed decisions about when and where to get care.

Whether you need to check your deductible, select an in-network primary care provider (PCP), or you're looking for tips on how to lead a healthier life, Blue Connect is a great place to start.



You're in the driver's seat – the Blue Connect dashboard helps you take control

Learn more about your own health – from preventive care to getting and staying fit to managing illness – faster and easier than ever before.

Available whenever and wherever you need it

Health questions, issues and concerns don't always happen when you're near your computer. Fortunately, you can use Blue Connect's mobile-friendly website at **BlueCrossNC.com**, or download the Blue Connect Mobile NC app to have 24/7 access to the information you need to answer specific questions or complete various transactions. Go to **BlueCrossNC.com/Mobile** for details, or search for Blue Connect on iTunes or Google Play.

Scan to register your account

Scan for the Blue Connect Mobile NC app

BLUE CONNECT
a better experience

When you need answers now, Blue Connect makes finding them really simple

Blue Connect gives you quick access to check your claims, coverage and accumulated expenses.

Blue Connect means less searching and fewer frustrations

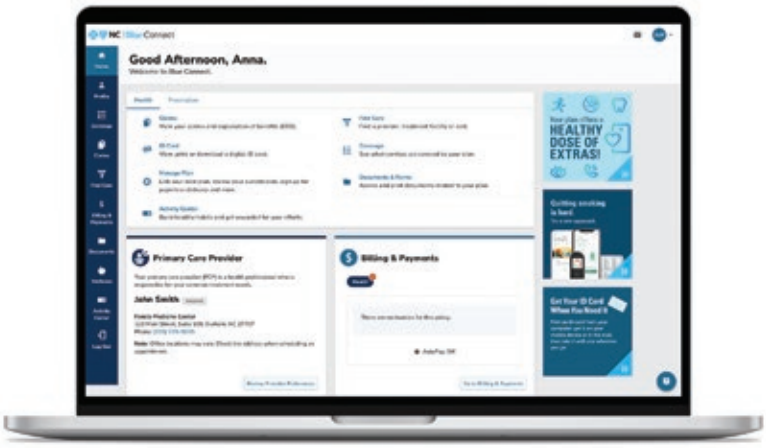
When it's easy to find the right information about your health plan, making better decisions about your health is easier, too.

Blue Connect provides access to check on claims and accumulated expenses.

FIND THE ACCOUNT
information you need

From your Blue Connect account, you can see yo account details and perform important tasks with ease.

- Access and print a digital member ID card or request new member ID cards
- View all your Blue Cross NC plans (health, prescriptior dental and vision) all in one place
- Check claim status, access digital Explanation of Benefits (EOB) documents and view accumulation toward deductibles and out-of-pocket limits
- Update your contact information and preferences
- Communicate securely with Customer Service via secure inbox or live chat



Paperless delivery notifies when your important documents are available online. It's fast and secure!

EXPLORE YOUR OPTIONS
for quality care

Take the mystery out of health care

It isn't always easy to be an informed consumer when it comes to medical care. How do you know you're making the right choices? Getting the best care? Not paying too much?

Our suite of online tools puts the answers right in your hands.

- Search and select an in-network, primary care provider. They are one of the most important people on your health care team.
- Find doctors, specialists, hospitals and pharmacies no matter where you are, around the corner or across the state.
- Compare doctors; see their education, specialty, ratings and experience, or find one that speaks your language.
- Compare the cost of doctors, hospitals, drugs and treatments with our Find Care tool.
- Search for urgent care centers near you, even when you're traveling. For members without BlueCard® benefits (including members with a Blue Local℠ or Blue Home℠ plan), the urgent care search is only available in the state of North Carolina.
- Read nationwide reviews to see how others feel about the doctors you're thinking of using. Then, submit anonymous reviews of your own.

Our tools go where you go ...

Smartphone, tablet or computer. Get the information you need through Blue Connect no matter where you are.

THE RIGHT TOOLS
when and where you need them

Compare the costs

Did you know the cost of a service or procedure can vary widely? The same holds true for prescription drugs. Blue Connect has the tools to help you see your potential costs in advance.

Our Find Care tool helps you find 400+ low-cost, high-quality services and procedures covered by your plan

- Search for the costs of specific treatments like back or knee surgery
- The Find Care tool's online assistant will reveal options with lower costs if they are available
- The estimates break down what you might pay versus what your plan might pay, including information about deductibles and coinsurance

Our Find a Pharmacy tool searches for local and national chains to help you save money

- Search for a drug store or pharmacy in your Blue Cross NC network by name, ZIP Code, city, state or home address
- Find prices for the drugs you need at the store or pharmacy you want to use
- Filter results to show pharmacy hours, pharmacies that offer vaccines, and pharmacies that allow providers to send prescriptions directly to a member's preferred pharmacy

Our Find a Drug tool (accessible after clicking "Find Care") gives you more choices to help you lower your drug costs

- See what's covered, the possible cost to you and find new ways to save
- Search by drug name or your medical condition
- See drugs you can get delivered to your home
- Understand what interactions might occur when different drugs are taken together

Urgent care centers save you money and give you high-quality care fast

- Find a center based on ZIP Code or use GPS with our Blue Connect Mobile NC app
- Get fast, one-touch dialing with the click-to-call feature
- Find centers across the United States; you can search even while you're away from home
- Get many of the same medical services – including X-rays and treatment for allergies, asthma attacks, bone fractures, burns and more – that you'd get at your family doctor or local emergency room

MORE HEALTH & WELLNESS

Blue Connect puts the focus on you

Blue Connect brings you more great health and wellness tools

Blue Cross NC wellness tools and programs[1] support healthy living and may help you control a number of health conditions. Try one or more of these great programs to bring better health and well-being to your life:

- Build healthy habits and get rewarded for your efforts on our fun wellness portal.* We've got something for everybody.
- Blue365® gives you special savings on health products and services, including gym memberships, laser eye surgery, eye care, healthy eating and family activities.[2]
- The Nurse Support Program[3] provides access to a team of experienced nurses and health care professionals who can answer health-related questions and help you navigate the health care system.*
- Our Tobacco Cessation[4] program offers the support you need to quit tobacco.

Log in or register at **BlueCrossNC.com**. Then visit Wellness.

Blue Connect – so much more than member services

Blue Connect goes well beyond member services, beyond giving you details about your health plan. It's a member self-service portal that puts the power of good health in your hands.

Get Connected

Log in or register at **BlueCrossNC.com**.

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides free aids to service people with disabilities as well as free language services for people whose primary language is not English. Please contact the Customer Service number on the back of your ID card for assistance.

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) proporciona asistencia gratuita a las personas con discapacidades, así como servicios lingüísticos gratuitos para las personas cuyo idioma principal no es el inglés. Comuníquese con el número que aparece en el reverso de su tarjeta del seguro para obtener ayuda.

Blue Cross NC offers several decision support tools to aid you in making decisions around your health care experience. These tools are offered for your convenience and should be used only as reference tools. You should consult your own legal counsel, tax advisor or personal physician, as applicable, throughout your health care experience.

*Program availability based on plan offering.

1 Blue Cross NC offers wellness programs as a convenience to aid members in improving their health; results are not guaranteed. Blue Cross NC may contract with independent third-party vendors for the provision of certain aspects of our wellness programs and is not liable in any way for goods or services received from them. These vendors do not offer Blue Cross or Blue Shield products or services. Blue Cross NC reserves the right to discontinue or change our wellness programs at any time. These programs are educational in nature. They are intended to help members make informed decisions about their health and comply with their doctor's plan of care. Decisions regarding care should be made with the advice of a doctor.

2 Blue365 offers access to savings on items that members may purchase directly from independent vendors, which are different from items that are covered under the policies with Blue Cross NC. Any disputes regarding these products and services may be subject to Blue Cross NC's grievance process. Blue Cross Blue Shield Association (BCBSA) may receive payments from Blue365 vendors. BCBSA does not recommend, endorse, warrant or guarantee any specific Blue365 vendor or item. This program may be modified or discontinued at any time without prior notice.

3 Blue Cross NC offers the Nurse Support Program and the Nurse Support Program Condition Care for your convenience and is not liable in any way for the goods or services received. Results are not guaranteed. Decisions regarding your care should be made with the advice of your doctor. Blue Cross NC reserves the right to change or discontinue the program at any time.

4 Blue Cross NC provides QuitlineNC and Pivot for your convenience and is not liable in any way for the smoking cessation services they offer. Decisions regarding care should be made with the advice of a doctor. Blue Cross NC reserves the right to discontinue or change these programs at any time. QuitlineNC and Pivot and are independent organizations that are solely responsible for the services they provide. Neither QuitlineNC nor Pivot offer Blue Cross or Blue Shield products or services.

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