



Welcome to Florida Blue!

We're glad you're here.

Get off to a good start.

1. Sign up for an account at floridablue.com and download the Florida Blue mobile app.

This will give you 24/7 access to benefit coverage, claims information, ID cards, and nearby doctors and hospitals.

2. Save money on prescriptions.

Know what's covered. Before you fill any prescriptions using your new plan, log in at floridablue.com to check the list of covered medications.

- ☑ Choose a pharmacy in the Preferred Pharmacy Network and pay a lower cost share.
- ☑ Use home delivery for regular, non-specialty prescription refills. Express Scripts Pharmacy® will deliver right to your door, and you can switch about two weeks before your new coverage starts.
- ☑ Refill self-administered specialty medications at a participating pharmacy, Accredo Specialty or CVS Caremark. These high-cost injectable, infused, oral and inhaled drugs require close supervision and monitoring.

Not sure if your medication is a specialty drug? Check the list at floridablue.com. To contact your in-network specialty pharmacies, call Accredo Specialty at **888-425-5970** or CVS Caremark at **866-278-5108**.

3. Use CareCentrix if you need special medical care or equipment.

CareCentrix coordinates home health care, home infusion and specialized (called "durable") medical equipment for Florida Blue members. If you currently use these services or supplies, please call us at the number on the back of your member ID card to get set up. Or you can call the CareCentrix team directly at **866-776-4617** for help.

Get more than just health coverage.

When you become a Florida Blue member, you get much more than just health coverage. You'll get the tools and support to be a healthier you—all at no extra cost.

Ways to take charge of your own health

✔ Better You Strides

Sign up for this health and wellness program at floridablue.com or by downloading the AlwaysOn Wellness app on your phone. Answer a few questions, and Better You Strides will build a program around *your* needs, *your* goals and *your* interests. You'll quickly be on your way to earning rewards and being a healthier you!

✔ Virtual Visits

See a doctor from home. If your plan includes virtual visits, you may get care via phone or video chat. Virtual visits connect you to a primary care doctor, specialist or behavioral health provider in your network or through Teladoc by online video.

Get personalized care and support

✔ Care Consultants

Planning ahead can make important decisions easier, especially when you're dealing with a new diagnosis or managing a serious health condition. Call our Care Consultants for help with how your benefits work, find specialists and learn about helpful services to help you get better care and save money. Call **888-476-2227**.

✔ Nurseline

A 24/7 Nurseline is available to you whether you or your family members have health concerns or general health questions and need answers right away. Call **877-789-2583**.

✔ Physical, Mental and Emotional Well-Being

Florida Blue members get behavioral health and substance dependency support through New Directions Behavioral Health—through a local provider or online through Teladoc. They are committed to helping people achieve balance in both their personal and work lives. Just call **800-352-2583** to find out more, or visit teladoc.com to get started.

Ways to help you save money

✔ Cost Comparison Tool

Know your costs and be sure you're getting the right treatment at the right place. Use our cost comparison tool online at floridablue.com or on the Florida Blue mobile app to look up patient reviews and see how much you'll pay.

✔ Blue365®

Through our members-only national discount program, take advantage of exclusive offers on gym memberships, vision care, hearing aids, weight management programs and more for everyday health and wellness.

Let us know how we can help.

Call us at **800-352-2583 (BLUE)**, or find a nearby Florida Blue Center at floridabluecenters.com.

Health insurance is offered by Florida Blue. HMO coverage is offered by Florida Blue HMO, an HMO affiliate of Florida Blue. These companies are Independent Licensees of the Blue Cross and Blue Shield Association.

We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. We do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Florida Blue contracts with Prime Therapeutics, LLC to provide pharmacy benefit management services. Express Scripts is an independent company that provides home delivery services to Florida Blue members.

CareCentrix is an independent company contracted with Florida Blue to manage durable medical equipment.

Florida Blue has entered into an arrangement with Onlife to provide members with care decision support services, information and other services. Please remember that all decisions that require or pertain to independent professional medical/clinical judgment or training, or the need for medical services, are solely your responsibility and the responsibility of your Physician and other Providers. The programs mentioned above are subject to change.

Blue365® offers access to savings on items that members may purchase directly from independent vendors. Blue365 does not include items covered under your policies with Florida Blue or any applicable federal health care program. To find out what is covered under your policies, call Florida Blue. Blue Cross and Blue Shield Association (BCBSA) and local Blue companies may receive payments from Blue365 vendors. Neither BCBSA nor any local Blue company recommends, endorses, warrants or guarantees any specific Blue365 vendor or item. For more information about Blue365, go to floridablue.com.

Teladoc is an independent company contracted by Florida Blue to provide physician visits via phone or online video to members with non-emergent medical issues. Teladoc is only available in the U.S. Teladoc® is a trademark of Teladoc, Inc.

Florida Blue has contracted with Health Dialog, an independent company, to provide general health and wellness information through Nurseline.

BLUE CROSS®, BLUE SHIELD® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

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