



Fully Insured and Level Funded Group Rewards FAQ

General Overview

BlueCross BlueShield of Tennessee is proud to provide our members with a comprehensive wellness program, to enhance efforts in reaching an ideal of optimal wellness.

- * Reward points can be accrued on a calendar year basis from 1/1-12/31 each year.
- * The Rewards program offers up to \$400 for subscribers and spouses in wellness incentives.
- * All fully insured and Level Funded groups are eligible for this program at no additional cost to the group.
- * Subscriber and covered spouse can each earn up to 100 points per quarter which will be redeemed as a \$100 digital Visa gift card maximum per quarter, and up to \$400 per year.
- * If the 100-point threshold is not met in a quarter, any earned points will rollover to next quarter in the current program year.

Earning Rewards

Q. What are the eligible activities to earn points for Rewards?

A.

Eligible Activity	Point Value
Online Health Assessment	50 points. This activity is required to begin earning points for Rewards.
Annual Preventative Exam	100 points per visit - 1 visit per year max.
Register for Teladoc Health	50 points for new registration - 1 registration max per membership.
Teladoc Health Utilization	50 points per completion -100 points max per year.
Device Verified Daily Steps	1 point for 5,000 steps – 100 points max per quarter.
Flu Shot	50 points per completion - 1 completion per year max.
Chronic Condition/Case Management Engagement (2 consults)	50 points after completing 2 nd consult. 1 per quarter, 100 points max per year.
Cancer Screenings (Mammogram, Colorectal, Cervical, or Prostate)	100 points. Only 1 screening per year.
Diabetes Management (A1C, Urine Test, and Kidney Function)	50 points each test. 1 test per year, up to 150 points.
Healthy Maternity Completion	100 points. 1 per year.

Q. Where do I go to complete the Personal Health Assessment?

A. The Personal Health Assessment is available in the Member Wellness Center portal at www.bcbst.com.

To get started, login to www.bcbst.com, select Managing Your Health, then Member Wellness Center.

Q. How do I submit my Daily steps?

A. Steps can be tracked by any approved app or device. A member can link their app or device in the Member Wellness Center Portal to begin tracking steps.

To get started, login at www.bcbst.com, select Managing Your Health, then Member Wellness Center.

Redeeming your points

Q. How do I redeem my points?

A. Each quarter, members will be emailed a \$100 Visa digital gift card the month following the achievement of earning 100 points. Members should make sure their bcbst.com account has their current email address so they do not miss it.

Q. Who do I contact to check on the status of my Visa Gift Card?

A. If a member needs to check the status of a Visa Gift Card, they can contact us at 1-844-269-2583 or email us at help@bcbstrewards.com.

Q. If I accidentally deleted the email, can I get the email resent or a new Visa Gift Card issued to me?

A. For any of these issues, members can contact us at 1-844-269-2583 or email us at help@bcbstrewards.com.

Timeline

Q. When can I start completing the reward activities?

A. Members are eligible to begin completing reward activities on 1/1 each year. The Online Health Assessment is a required activity and will earn the member their first 50 points each year. The Online Health assessment must be completed before a member can begin earning additional points.

Q. When is the deadline for earning points?

A. This deadline to earn points for this program is December 31st each year.

Q. When does each quarter end?

A. The quarters end on March 31st, June 30th, September 30th, and December 31st.

Q. What happens to my points if I do not meet the 100 points threshold by the end of the quarter?

A. If a member does not reach the 100 pts by the quarter's end, those points will rollover to the following quarter to continue earning towards the 100-point threshold. Points do not rollover from year to year.

Member experience

Q. Where can I view the points I've earned?

A. Login at www.bcbst.com and select Managing Your Health.

Q. You're missing my activity, or my points don't match what I think they should be. How do I get it corrected?

A. Our member services team will be happy to assist you with your inquiry. Contact our member services at 1-800-565-9140 or bcbst.com to chat with one of our reps.

Q. How much can my family earn?

A. Each subscriber or covered spouse that completes the Online Health Assessment can earn up to 100-points per quarter. This would be limited to a digital \$100 Visa Gift Card limit per quarter, up to a maximum of \$400 per calendar year for each subscriber and spouse. That's up to \$800 in Visa Gift Cards per family per year.

Reasonable Alternatives

Q. Do you offer Reasonable Alternatives?

A. Your health plan is committed to helping you achieve your best health. Rewards for participating in a wellness program are available to all covered employees and spouse. If you think you might be unable to meet a standard for a reward under this wellness program, you might qualify for an opportunity to earn the same reward by different means. Contact us at 1-844-269-2583 or help@bcbststewards.com and we will work with you (and, if you



wish, your doctor) to find a new wellness program with the same reward that is right for you.