



ADDRESSING MORE
THAN SYMPTOMS

NO COST
TO
YOU

PRIORITY
★ YOUR ★
HEALTH



Wellness Support Programs

BETTER HEALTH ■ STARTS HERE

Whether you're trying to improve your mental well-being, manage a chronic condition like diabetes, or simply live a healthier life, your CareFirst plan includes tools and resources to help you reach your goals.

★ LET'S GET STARTED ★



CareFirst WellBeingSM

Whole health support

Manage your physical, emotional, social and financial well-being with your digital wellness program.¹

- Join challenges, get tailored content, and access biometric data, lab results and more
- Now includes **Noom**, an award-winning weight loss program designed by psychologists
- Complete healthy activities to earn up to \$250 in your HIA—for details go to carefirst.com/usps



Get started or learn more:
carefirst.com/wellbeing



Burnalong

Whole health support

Access over 17,000 live and on-demand classes taught by 2,500+ credentialed instructors in over 50 categories.²

- Traditional fitness and nutrition
- Yoga and mindfulness
- Financial wellness
- Support for chronic conditions
- Adaptive workouts

Supports every age, fitness level and wellness goal.



Get started or learn more:
[join.burnalong.com/
carefirst-bcbs](https://join.burnalong.com/carefirst-bcbs)



CloseKnit

Virtual-first comprehensive primary care

CloseKnit gives you 24/7 access to the support you deserve—from primary and urgent care to therapy and more through your desktop or the convenient CloseKnit mobile app.²

- Advanced primary care from a dedicated Care Team (*adults 18+*)
- 24/7 urgent care for minor illnesses and injuries (*adults and children 2+*)
- Behavioral health including therapy and psychiatry (*adults and children 2+*)
- Diet and nutrition services to support a healthy lifestyle (*adults and children 5+*)
- New parent support including lactation and weaning programs



Get started or learn more:
closeknithealth.com



Diabetes Virtual Care Program

Chronic condition support

Prevent or manage diabetes with our virtual care program available through Onduo, a leading diabetes management company.⁴

- Get unlimited test strips shipped to your door
- Track glucose data with your smartphone
- Get personalized food and activity recommendations
- Connect virtually with dedicated endocrinologists



Get started or learn more:
onduo.com/carefirstrefer



Ovia

Reproductive health support

Included with your CareFirst WellBeing program, Ovia supports your reproductive health by providing maternity and family resources.⁵

- **Fertility**—cycle tracking, research and tips, unlimited health coaching
- **Pregnancy**—tips, articles and trackers for your healthiest pregnancy
- **Parenting**—health and development guidance, trackers for your baby or toddler



Get started or learn more:
carefirst.com/wellbeing



PrudentRx

Specialty medication savings

Save more with PrudentRx and better manage the rising costs of specialty medications.⁶

- **\$0 out-of-pocket cost**—participating members can get eligible specialty medications at no cost
- **Enrolling is easy**—program advocates will guide you through the process; opt out anytime
- **Manufacturer assistance**—you can also get help obtaining non-need-based assistance where applicable



Get started or learn more:

PrudentRx.com

Or call PrudentRx at **1-800-578-4403**.



SmartShopper

Financial well-being support

Save money and earn cash when you shop for quality in-network medical care for routine procedures and tests.⁷

- **Shop**—when your doctor recommends a routine medical procedure
- **Go**—have the procedure at the cost-effective location of your choice
- **Earn**—once the procedure is complete and the claim is paid, you'll receive a reward check in the mail



Get started or learn more:

carefirst.com/myaccount

Or call the SmartShopper Personal Assistant Team at **888-345-2873**.

Register for My Account and tell us how you'd like to hear from us.

It's quick and easy. My Account provides 24/7/365 secure online access to your health plan.

To sign up, visit **carefirst.com/myaccount** from your computer, tablet or smartphone and select the *Register* tab. Follow the steps to complete your registration.



With My Account you can:

- Find a doctor
- Track your deductible and out-of-pocket expenses
- View or print your member ID card
- Sign up to go paperless
- Check the status of your claims
- Review your benefits
- View your explanation of benefits (EOB)
- Get in touch with us

On the go?

Take us with you! Search for "CareFirst" in your favorite app store and download the free app today.

Looking for more information about your CareFirst plan?

Visit **carefirst.com/usps**.

Our toll-free Behavioral Health Support line

800-245-7013 (available 24/7) offers members clinical advice and assessment, crisis management, appointment scheduling, provider searches and benefit questions. Our team of licensed clinicians can help members contact providers, make appointments, and connect with care managers and other helpful resources.



¹ This well-being program is administered by Sharecare, Inc., an independent company that provides health improvement management services to CareFirst members. Sharecare, Inc. does not provide CareFirst BlueCross BlueShield products or services and is solely responsible for the health improvement management services it provides.

² The information and materials posted on and accessible through the Bernalong site are for informational purposes only and are not intended to be a substitute for professional medical advice, diagnosis, or treatment. Reliance on any information provided by Bernalong, contributors to the site, or other users of the site is solely at your own risk.

³ CloseKnit is a registered Trademark owned by, and is the trade name of, Atlas Health, LLC. Atlas Health, LLC d/b/a CloseKnit does not provide Blue Cross Blue Shield products or services and is providing in-person and telehealth services to CareFirst members. Atlas Health, LLC is a corporate affiliate within the CareFirst, Inc. corporate umbrella of companies.

⁴ This program is by Onduo, LLC, an independent company that does not provide Blue Cross Blue Shield products or services.

⁵ Services and resources are offered through Ovia Health, a leading women's health company.

⁶ Due to limitations within various external pharmacy systems, the use of the PrudentRx solution with high-deductible health plans (HDHPs) that include health savings accounts (HSAs) will be limited to those medications included on the client's specialty drug list/dispensed by CVS Specialty®. It will not include limited distribution drugs. Not all specialty prescriptions offer manufacturer assistance. Eligibility for a third-party copay assistance program is dependent on the applicable terms and conditions required by that particular program and are subject to change. A copay assistance program may not be used with any Federal health care program. Participating members enrolled in an HDHP with HSA must fully satisfy their deductible before they are eligible for a final \$0 out-of-pocket cost, unless the member has been prescribed a medication that qualifies as "preventive care" under the Internal Revenue Code. Some manufacturers require you to sign up to obtain copay assistance that they provide for their medications. In that case, you must call PrudentRx to participate in copay assistance for that medication. PrudentRx will also contact you if you are required to enroll in copay assistance for any medication that you take. If you choose to opt out of the program or if you do not affirmatively enroll in any copay assistance as required by a manufacturer, you will be responsible for 30% of the cost of your specialty medications.

⁷ The SmartShopper program is offered by Sapphire Digital, an independent company that provides administrative services for CareFirst BlueCross BlueShield members. Sapphire Digital does not sell BlueCross BlueShield products. Incentives available for select procedures only. Payments are a taxable form of income. Rewards may be delivered by check or an alternative form of payment. Members with coverage under Medicaid or Medicare are not eligible to receive incentive rewards under the SmartShopper program.

CareFirst BlueCross BlueShield is the shared business name of CareFirst of Maryland, Inc. and Group Hospitalization and Medical Services, Inc., which are independent licensees of the Blue Cross and Blue Shield Association. 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.

**Make your health a priority
and get the support you need,
when you need it—all at no cost.**

YOU DELIVER FOR US. LET US DELIVER FOR YOU.