

**PRIORITY
★ YOUR ★
HEALTH**

Wellness Support Programs

BETTER HEALTH STARTS HERE ■ NO COST TO YOU

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.



CloseKnit

Virtual-first advanced primary care
closeknit.com

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.¹

- 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



CareFirst WellBeingSM

Overall health support
carefirst.com/wellbeing

Manage your physical, emotional, social and financial well-being with your digital wellness program.²

- Join challenges, get tailored content, and access biometric data, lab results and more
- Now includes **Noom**, an award-winning weight loss program designed by psychologists³
- Complete healthy activities to earn up to \$250 in your HIA—for details go to carefirst.com/usps

Behavioral Health Support Line

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.



Diabetes Virtual Care Program

Chronic condition support
member.carefirst.com/members/health-wellness/health-resources/diabetes-support-programs.page

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

- Support from a personal health coach and clinical specialist
- A personalized care plan
- Tools for managing stress
- Access to online peer groups and communities
- A continuous glucose monitor sensor (CGM)^{5,6}
- A blood glucose meter with an ongoing supply of test strips and lancets
- A smart scale⁶



SmartShopper

Financial well-being support
carefirst.com/myaccount

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

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



Ovia Health by Labcorp

Reproductive health support
carefirst.com/wellbeing

Included with your CareFirst WellBeing program, Ovia supports your reproductive health by providing maternity and family resources.⁸

- Receive personal insights and content—from cycle tracking, pregnancy and postpartum, to perimenopause, menopause and beyond
- Track your child's development, get answers to your questions from experts and get support from a community of new parents



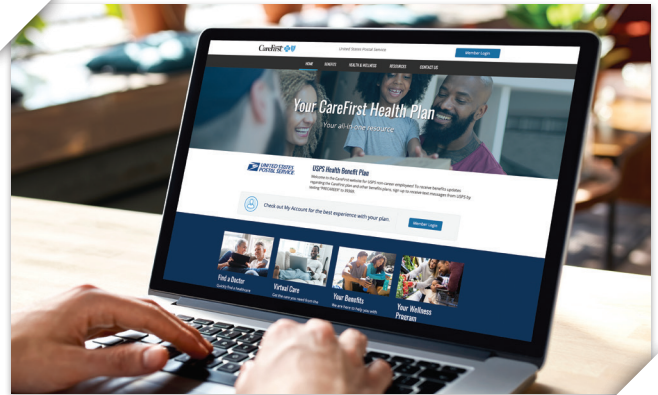
PrudentRx

Specialty medication savings
PrudentRx.com

Or call PrudentRx at 1-800-578-4403

Save more with PrudentRx and better manage the rising costs of specialty medications.⁹

- **\$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



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.

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.

¹ 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.

² 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.

³ Noom is brought to you on behalf of your CareFirst WellBeing program. Noom is an independent company that provides health improvement management services to CareFirst members. Noom does not provide CareFirst BlueCross BlueShield products or services and is solely responsible for the health improvement management services it provides.

⁴ Omada Health is an independent company offering certain care management and coordinated clinical care programs for eligible individuals, as further described at omada.com. Omada Health services are meant to be used in conjunction with regular in-person clinical services and not intended to replace routine primary care.

⁵ U.S. Center for Disease Control and Prevention—National Diabetes Statistics report (May 15, 2024) <https://www.cdc.gov/diabetes/php/data-research/index.html>

⁶ Certain features and smart devices are only available if you meet program and clinical eligibility requirements.

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.

⁸ Ovia Health by Labcorp is brought to you on behalf of your CareFirst WellBeingSM program. Ovia Health is an independent company that provides health improvement management services to CareFirst members. Ovia does not provide CareFirst BlueCross BlueShield products or services and is solely responsible for the health improvement management services it provides.

⁹ 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 and 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.

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.