

FEP FOR YOU



WHAT'S IN THIS NEWSLETTER?



2020 Reminders



Save and Earn in 2020



2020 Benefit Changes



Contact Us

A SPECIAL THANK YOU TO AGENCY BENEFIT OFFICERS FOR ATTENDING THE 2019 ANNUAL AGENCY BENEFIT OFFICERS SEMINARS

We are extending our sincere thanks to all of the Agency Benefit Officers (ABOs) who took time from their hectic schedules to join us at our Annual ABO Seminars. Our team worked hard and extensively to produce seminars focused on 2020 benefits, changes and rates. The evaluations showed that the ABOs received valuable and meaningful information presented in an engaging and enlightening way.

The seminars also provided an opportunity for attendees to share best practices and network with various federal agencies and postal installations. We look forward to providing this valuable service again in 2020 and will keep each of you informed on how you can join us this fall as the details begin to unfold.

WHAT'S NEW IN 2020

FEP is looking forward to another great year with you in 2020. In this newsletter, you will find key information about changes to benefits. You can also read about some particularly special resources that can impact your health – and your wallet – in positive ways.

Learn more about how you can make this coming year one of your healthiest ever.



Stay connected with the **feblue** app



2020 REMINDERS

Wellness program guidance

This program is for small agencies that need support in creating their own Work Wellness Program. Contact your group consultant to set up a step by step guidance on how to implement your own programs.

Service call

This is a short visit to ascertain the needs of your agency. During this time you can schedule a meeting or request resources and promotional materials.

Information booths

Staffed by a Group Consultant, an info booth provides a quick stop for members who have questions about health benefits.

Group meetings

These meetings give your group a general overview of the Federal Employees Health Benefits (FEHB) Program and benefits.

New employee orientation

Newly hired employees have unique concerns. This orientation helps get them up to speed on their employee benefits.

Pre-retirement seminar

This is an opportunity for federal employees who are planning for retirement or are close to retirement to get all the necessary information about retirement/benefits as a federal employee.

Health education meetings

If you want information about health issues or health engagement, this meeting is for you. Session options include, but are not limited to, fitness fairs, nutrition, stress management and hypertension.

Open Season meetings

Held between late October and early December, these meetings can include health benefits fairs, flu shot clinics and group meetings related to benefits updates.



SAVE AND EARN IN 2020

Members have a number of great opportunities throughout the year to earn financial rewards just by getting involved in their health care experience. Take a look at these incentives.

Blue Health Assessment (BHA) – Earn \$50

In 2020, a member can earn \$50 when completing their BHA. They can simply answer questions related to their health, and in just 10 minutes, receive a confidential, personalized plan for moving forward.

Online Health Coach – Earn \$120

With the Online Health Coach, members will earn rewards – up to \$120 – when they achieve their wellness or condition management goals such as exercising more, reducing stress, losing weight, managing heart disease, feeling happier or eating better. Whether they are living a healthy lifestyle or are just starting down the path to better health, members get suggestions for realistic, personalized activities to help them stay on track.

Incentive Programs

Rewarding eligible members for taking an active role in their health.

Wellness Incentive: Get rewarded for taking charge of your health and earn up to \$170 on your MyBlue® Wellness Card.

Diabetes Management Incentive Program: The Blue Cross and Blue Shield Service Benefit Plan has designed a wellness program that aims to help members better manage their diabetes health care decisions through identification, prevention and early detection of complications through education and support.

Tobacco Cessation Incentive Program: Get the right tools and support to quit and earn tobacco cessation drugs to enjoy a tobacco-free life.

Pregnancy Care Incentive Program: Offers expectant mothers support and incentives throughout their pregnancy.

Hypertension Management Program: You may be eligible to receive a free blood pressure monitor with our Hypertension Management Program.



2020 BENEFIT CHANGES

STANDARD, BASIC AND FEP BLUE FOCUS

Telehealth Services

- All Service Benefit Plan members will receive their first two telehealth visits at no cost.
- Nutritional counseling will cover all visits in full for all members. Learn more about Teladoc™ and your telehealth benefit at fepblue.org/telehealth.

Wellness Incentives – FEP members will no longer need to complete the Blue Health Assessment to participate in the Diabetes Management Incentive Program, Hypertension Management Program, Tobacco Cessation Incentive Program and Pregnancy Care Incentive Program.

Medicare Reimbursement Account – We are increasing the reimbursement amount to \$800 for Basic Option members who pay Medicare Part B premiums. You must provide proof that you paid 2020 Medicare Part B premiums to receive this benefit.

FEP BLUE FOCUS

Lab and Diagnostic Services – Members will receive their first 10 lab tests, such as general health panels and urinalysis, free each calendar year. These tests are not related to pregnancy, preventive care or accidental injury.

Maternity Care – We'll cover up to four visits in full for pregnancy-related depression as part of our maternity care benefits. Additional visits will be covered under a member's mental health benefits. Learn more about FEP Blue Focus at fepblue.org/focus.

PHARMACY

- Our new Prescription Drug Cost Tool lets members check drug costs 24/7.
- This allows members to check if their drug is covered under a selected plan and compare the cost of covered drugs for all three plans.

OVERSEAS CARE

- Standard Option members will have no deductible for all overseas services.
- Standard Option members can receive inpatient care at no out-of-pocket cost at all overseas facilities.

ASK A NURSE



This edition of Ask A Nurse is dedicated to a discount program that promotes health and wellness known as Blue365®. It is an exciting program that offers exclusive deals to help keep employees healthy and happy every day of the year. Blue365 delivers great discounts from top national and local retailers on fitness gear, gym memberships, family activities, healthy eating options and much more. Each week, money-saving promotions are delivered directly to Blue365 members' inboxes. Joining Blue365 is a simple, 2-step process. First, we will validate if Blue365 is available in your area and then use your member ID card to verify your eligibility."

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This information is not meant to substitute for the advice of your doctor or any other health care professional. You should speak to your doctor before starting a new diet or exercise routine.

This is a summary of the features of the Blue Cross and Blue Shield Service Benefit Plan. Before making a final decision, please read the plan's federal brochure (RI 71-005).

All benefits are subject to the definitions, limitations and exclusions set forth in the federal brochure.

The Blue Cross and Blue Shield Service Benefit Plan complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Para obtener asistencia en español, llame al servicio de atención al cliente al número que aparece en su tarjeta de identificación.

請撥打您ID卡上的客服號碼以尋求中文協助。



**BlueCross
BlueShield**

Federal Employee Program[®]

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Important Numbers

24/7 Nurse Line
1-888-258-3432

Behavioral Health Hotline
1-800-288-3976

FEP BlueDental[®] Customer Service
1-855-504-BLUE (2583)

FEP BlueVision[®] Customer Service
1-888-550-BLUE (2583)

FEP Case Management
1-888-234-2415

Healthy Endeavors Care Management Program
1-888-392-3506

Mail-Order Prescription Drug Program
1-800-262-7890

Pre-Admission Certification
1-800-672-7897

Retail Pharmacy Program
Mon. – Fri., 8 a.m. – 9 p.m.
Sat., 8 a.m. – 6 p.m.
1-800-624-5060

Vision Care Affinity Discount Program
1-800-551-3337

Customer Service

FEP Customer Service:
Mon. – Thu., 8 a.m. – 4:30 p.m.
Fri., 8 a.m. – 3 p.m.
1-800-222-4739

Mailing Addresses

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