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.
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.

2020 REMINDERS

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.”
Federal Employee Program.

FEP Sales
P.O. Box 2291
Durham, NC 27702-2291

<table>
<thead>
<tr>
<th>Sales Contacts</th>
<th>Important Numbers</th>
<th>Customer Service</th>
<th>Mailing Addresses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Consultants</td>
<td>24/7 Nurse Line</td>
<td>FEP Customer Service</td>
<td>For Correspondence:</td>
</tr>
<tr>
<td>Sonja Smith</td>
<td>1-888-258-3432</td>
<td>Mon. – Thu., 8 a.m. – 4:30 p.m.</td>
<td>Blue Cross and Blue Shield of North Carolina</td>
</tr>
<tr>
<td>(919) 867-5793</td>
<td>Behavioral Health Hotline</td>
<td>Fri., 8 a.m. – 3 p.m.</td>
<td>P.O. Box 2291</td>
</tr>
<tr>
<td><a href="mailto:Sonja.smith@bcbsnc.com">Sonja.smith@bcbsnc.com</a></td>
<td>1-800-288-3976</td>
<td>1-800-222-4739</td>
<td>Durham, NC 27702-2291</td>
</tr>
<tr>
<td>Patsy Zeigler</td>
<td>FEP BlueDental® Customer Service</td>
<td></td>
<td>For Medical Claims:</td>
</tr>
<tr>
<td>(919) 765-4324</td>
<td>1-855-504-BLUE (2583)</td>
<td></td>
<td>Blue Cross and Blue Shield of North Carolina</td>
</tr>
<tr>
<td><a href="mailto:patsy.ziegler@bcbsnc.com">patsy.ziegler@bcbsnc.com</a></td>
<td>FEP BlueVision® Customer Service</td>
<td></td>
<td>P.O. Box 35</td>
</tr>
<tr>
<td>Kimberley Jones-Scott</td>
<td>1-888-550-BLUE (2583)</td>
<td></td>
<td>Durham, NC 27702-0035</td>
</tr>
<tr>
<td>(919) 765-3678</td>
<td>FEP Case Management</td>
<td></td>
<td>FEPBlue.org</td>
</tr>
<tr>
<td><a href="mailto:kimberley.jones-scott@bcbsnc.com">kimberley.jones-scott@bcbsnc.com</a></td>
<td>1-888-234-2415</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data Analyst</td>
<td>Healthy Endeavors Care Management Program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jaynita Shah</td>
<td>1-888-392-3506</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(919) 765-2644</td>
<td>Mail-Order Prescription Drug Program</td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:Jaynita.shah@bcbsnc.com">Jaynita.shah@bcbsnc.com</a></td>
<td>1-800-262-7890</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Healthcare Consultant</td>
<td>Pre-Admission Certification</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Abel Simutami</td>
<td>1-800-672-7897</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(919) 765-7056</td>
<td>Retail Pharmacy Program</td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:abel.simutami@bcbsnc.com">abel.simutami@bcbsnc.com</a></td>
<td>Mon. – Fri., 8 a.m. – 9 p.m.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Director</td>
<td>Vision Care Affinity Discount Program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Myra Shobande</td>
<td>1-800-551-3337</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(919) 765-3846</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:myra.shobande@bcbsnc.com">myra.shobande@bcbsnc.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

For Correspondence:
Blue Cross and Blue Shield of North Carolina
P.O. Box 2291
Durham, NC 27702-2291

For Medical Claims:
Blue Cross and Blue Shield of North Carolina
P.O. Box 35
Durham, NC 27702-0035

FEPBlue.org