



2024 Wellness Incentives and Resource Guide



Helpful Phone Numbers

BlueCross Help:	1-888-796-0609
Rewards:	1-844-269-2583
Member Wellness Center:	1-877-709-0201
Lifestyle Coaching:	1-866-498-9806
Care Management and Behavioral Health:	1-800-818-8581
Teladoc™ Health:	1-800-835-2362
Livongo:	1-800-945-4355
Hinge Health:	1-855-902-2777

The Rewards of Healthier Living

The City of Memphis and BlueCross BlueShield of Tennessee are here for you on your health journey, and we have an incentive program to help. It's easy to participate, and you get rewarded for your efforts.

Build Your Program

Our rewards program lets you create a plan that's right for you. You're more likely to meet your health goals if you choose topics and events that interest you.

Get started by logging in to the rewards center. Wellness activities are on page 4 of this guide.

Here's How You Can Earn Your Incentives

We understand everyone approaches their health differently. That's why you can earn wellness incentives in different ways, from completing a biometric health screening to talking with a health coach. The table on the following page has everything you need to start earning your incentives. **Remember, you'll have to complete all your activities by Dec. 31, 2024, to get your incentive.**

Getting Started

Your first step to earning your incentives is to register your account at **bcbst.com/memphistn**.



How To Register

You'll need your Member ID card to sign up.

1. Visit **bcbst.com/memphistn**.
2. Choose the **Log In** or **Log In/Register** button at the top of the page.
3. Then, click **Register Now**.

For questions about your gift card or to redeem your rewards, call **1-844-269-2583** or email **help@bcbstrewards.com**.

Redeeming Rewards

Your incentive program rewards you for healthy choices. Just do the wellness activities that interest you, and then visit the rewards center to get your rewards. **Remember, you need to redeem them by Feb. 28, 2024.**

How to get your rewards:

1. Log in at **bcbst.com/memphistn**.
2. Click **Managing Your Health**.
3. Choose **Rewards**.
4. Click on **Redeem** in the **Rewards Catalog** Tile.
5. Decide if you want a merchant gift card or a prepaid Visa card.
6. If you want a merchant gift card:
 - Choose **Redeem** under the gift cards option.
 - Choose **Gift Cards** to search for your gift card and then follow the prompts.
7. If you want a prepaid Visa card:
 - Choose **Redeem** under the Visa card option.
 - Choose a gift card amount and then follow the prompts.

You'll receive your gift card within 21 days of your order.



If you have questions about redeeming your rewards or didn't receive your gift card, please call **1-844-269-2583**.

Wellness Activities and Rewards

Wellness Activity Complete any of these activities to earn your incentive.	Reward	When Will I See My Reward?
Biometric Screening (at a city event or with the online physician form at your doctor's office)	\$50 Employee \$25 Spouse	10–15 business days after the event or after receipt of the physician form
Annual Wellness or Well-woman Exam* * Covered at 100%	\$50 Employee \$25 Spouse	4–6 weeks after provider submits claim
Behavioral Health Checkup* To find a provider: <ol style="list-style-type: none"> 1. Log in at bcbst.com/memphistn 2. Click Find Care & Estimate Costs 3. Type "Behavioral Health" in the search field or 4. Call us at 1-800-818-8581 and choose case management * First 10 visits covered at 100%	\$50 Employee \$25 Spouse	4–6 weeks after provider submits claim
Dental Cleaning (if enrolled in dental plan) To find a provider <ol style="list-style-type: none"> 1. Log in at bcbst.com/memphistn 2. Click Find Care & Estimate Costs 3. Type "Dental" in the search field or 4. Call us at 1-800-818-8581 	\$25 Employee \$25 Spouse	4–6 weeks after provider submits claim
Flu Shot* (Show your Member ID when you get your shot)	\$25 Employee \$25 Spouse	4–6 weeks after provider submits claim

Wellness Activity Complete any of these activities to earn your incentive.	Reward	When Will I See My Reward?
Your Choice — Pick ONE of the following activities to complete: Personal Health Assessment (PHA) 1. Log in at bcbst.com/memphistn 2. Choose Managing Your Health 3. Click Member Wellness Center	\$50 Employee \$25 Spouse	7–10 days after completion of the PHA
Lifestyle Health Coaching (Four phone or secure messaging sessions) Contact a coach at 1-866-498-9806 .		Up to 2 weeks following completion of fourth session
Care Management (One or more phone sessions with a care manager) For more information, call 1-800-818-8581 .		Up to 3 weeks following completion of session
Move to Earn: 1 million steps (Sync your device or app with the Member Wellness Center to help you take about 4,000 steps a day.)		Up to 2 weeks following completion of 1 million steps
Diabetes Prevention Program Weigh in, attend coaching session or group class, track activity or food, or message coach within 4 weeks of enrolling.		4–6 weeks after completion
Diabetes Management Program Monitor your blood sugar daily for 4 weeks using the Livongo glucometer device.		4–6 weeks after completion

Total Employee **\$250** | Total Spouse **\$150** | **Total Household \$400**



We're here to help you stay healthy. All employees can earn rewards for participating in a wellness program. If you can't complete a wellness activity, you may be able to earn your reward another way.



Contact us at **wellness.questions@memphistn.gov** or **901-636-6800**, and we'll work with you and your doctor to find a rewarding activity that's right for you.

What's a Behavioral Health Visit?

Taking care of your mind is essential to your well-being. A behavioral health visit lets you get help with managing stress, emotional issues, substance use disorders and other common conditions that can affect your quality of life.

What's a Biometric Health Screening?

A biometric health screening helps you understand your health, see where you can make improvements and find signs of health risks.

How to get your screening:

- › Attend an on-site biometric screening event with the City.

OR

- › If you can't attend an on-site event, just download the online physician form and take it with you to an appointment with your primary care provider. Ask them to complete the form, then follow the instructions on the form to submit it and earn your reward.

To download the physician form:

1. Log in at **bcbst.com/memphistn**.
2. Click **Managing Your Health**.
3. Scroll down and select **Biometric Screening**.

Getting the Care That's Right for You

City of Memphis Employee Clinic – \$0

When you're sick or injured, you want help right away.

The City of Memphis employee clinic can treat:

- › Allergies, cold or flu
- › Rashes or skin problems
- › Pink eye or other infections
- › Minor cuts, breaks, strains or sprains
- › Minor back, shoulder or muscle pain

Clinic Location:

City Hall

125 North Main St.
Level 1B
Monday–Friday:
8 a.m. to 4:30 p.m.
(901) 636-0111



Second clinic location coming soon!

Teladoc Health – \$0

Teladoc Health connects you with board-certified doctors, therapists and other specialists 24/7 by phone, computer or tablet.

To set up your account so it's ready when you need it:

1. Log in at **bcbst.com/memphistn**.
2. Choose **Talk With A Doctor Now**.

You can also call **1-800-TELADOC (1-800-835-2362)**.

Nurseline and NurseChat – \$0

Nurseline lets you talk to a nurse anytime, anywhere.*

Use Nurseline if you need symptom advice, have health questions or want guidance on upcoming surgery or treatment.

Call Nurseline at **1-800-818-8581** (TTY: 1-800-848-0298) or log in at **[bcbst.com/memphistn](https://www.bcbst.com/memphistn)** to chat with a nurse online.

* If you have a life-threatening emergency, call 911.

Blue of Tennessee with Sanitas Medical Center – Copay/Deductible

You can go to a Blue of TN with Sanitas Medical Center for convenient primary care services, preventive screenings, vaccinations and faster test results with on-site labs, plus urgent care with Sanitas providers.

You can also get in-person help from BlueCross plan advisors, making this a great place to take care of your health — and your health insurance.

Urgent Care Centers – \$75 Copay/Deductible

If you can't visit an employee clinic or Blue of TN location, urgent care centers cost less than the ER. And they're usually open after hours.

Emergency Room – \$300

If you need immediate help for a critical or life-threatening illness or injury, call 911 or go to the nearest emergency room. ERs are open 24/7.

One-on-One Support for Your Health

Behavioral Health Care Management

We're here to help you take care of your emotional health as well as your physical health. Our behavioral health team connects you with:

- › Evaluations
- › Treatment programs
- › Counseling
- › Inpatient or outpatient services
- › Community resources

Call **1-800-818-8581** (case management, option 6, then behavioral health, option 5) to learn more.

Healthy MaternitySM

The Healthy Maternity program offers mothers-to-be important pregnancy-related health care information and support.

Once enrolled, you'll get:

- › Personalized one-on-one support from a maternity nurse
- › Help from our high-risk maternity nurses or a certified lactation counselor if you need it
- › Help with benefits and how to get the most out of them
- › Electric breast pump, if you enroll within your first 20 weeks of pregnancy
- › Details about your baby's immunizations
- › Helpful prenatal information and online pregnancy resources
- › Postpartum support to address emotional needs

Learn more at **[bcbst.com/healthy-maternity](https://www.bcbst.com/healthy-maternity)** or call **1-800-818-8581** (case management, option 6, then Healthy Maternity, option 4), **1-800-848-0298** (TTY), Monday through Friday, 7 a.m. to 6 p.m. CT.

Lifestyle Health Coaching

Our lifestyle health coaching program can help you lower your risks for chronic health conditions, or help you meet your health goals and improve your overall well-being. You can work with a coach to achieve goals related to:

- › Quitting tobacco
- › Blood pressure
- › Physical activity
- › Stress management
- › Nutrition
- › Cholesterol levels
- › Weight management

Contact a coach by downloading the AlwaysOn mobile app, logging in at **bcbst.com/memphistn**, or calling us at **1-866-498-9806** (health coaching, option 2), Monday through Friday, 7 a.m. to 10 p.m. CT, Saturday, 9 a.m. to 4 p.m. CT.

Care Management

Our personalized care management service is available to any adult member on your health plan. Our nurses and care managers can answer your health-related questions, guide you through using your health plan and help you learn to better manage conditions like:

- › Coronary artery disease
- › Asthma
- › Diabetes
- › Chronic obstructive pulmonary disease
- › Congestive heart failure
- › Depression

Enroll today by calling **1-800-818-8581** (chronic care, option 2) **1-800-848-0298** (TTY), Monday through Friday, 7 a.m. to 6 p.m. CT.

Diabetes Prevention Program

We've partnered with Livongo by Teladoc Health to help you make important lifestyle changes that can prevent diabetes. This **no-cost program** gives you:

- › A free smart scale and app to track your progress
- › Personalized one-on-one support to motivate you
- › Coaching and advice on nutrition, meal plans, weight loss and more

To get started, log in to your **bcbst.com** account. Choose **Managing Your Health**, then **Diabetes Prevention Program**. Once they confirm you're eligible, Livongo will send you your Welcome Kit. If you have questions, call **1-800-945-4355**.

Diabetes Management Program

Livongo by Teladoc Health also offers a Diabetes Management Program that can help you manage your diabetes. This **no-cost program** gives you:

- › A smart blood glucose meter to help you keep track of your readings
- › Personalized support from certified diabetes educators
- › Unlimited test strips and lancets that you can order straight from your meter

To get started, log in to your **bcbst.com** account. Choose **Managing Your Health**, then **Diabetes Management Program**. Once they confirm you're eligible, Livongo will send you your Welcome Kit. If you have questions, call **1-800-945-4355**.

Hypertension Management Program

Get help managing your blood pressure with the Hypertension Management program from Livongo by Teladoc Health. This **no-cost program** gives you:

- › A smart blood pressure monitor and app
- › Reminders to stay on track with medication and more
- › Personalized support and direction from a health coach

Log in to your **bcbst.com** account and choose **Managing Your Health**, then **Blood Pressure Management**. Once they confirm you're eligible, Livongo will send you your Welcome Kit. If you have questions, call **1-800-945-4355**.

Hinge Health

You and your eligible family members can get help for back and joint pain with a personalized exercise therapy program from the comfort of home.

The first step toward relief is taking an online assessment so Hinge can match you to the therapy that's best for you. Log in to your **bcbst.com** account, go to **Managing Your Health** and choose **Digital MSK**.

Sleep Studies

If you have trouble sleeping or have been told you snore, it might be time for a sleep study. Sleep studies can help your doctor diagnose and treat sleep disorders, which can raise your risk for high blood pressure, stroke, depression and other conditions.

Talk to your doctor to see if a sleep study is right for you. You may even be able to take one in the comfort of your own home.



Service Limits

Some health care services have limits on how often you can get them. This list shows these limits for your plan. Log in at bcbst.com/memphistn and click **Balances** under **Claims & Balances** to see how many services you've used.

	CHOICE (In-Network)	SELECT (In-Network)
1 Visit Per Calendar Year: Mammogram	No Charge	No Charge
1 Visit Per Calendar Year: OB/GYN	No Charge	No Charge
20 Visits Per Calendar Year: Manipulation Therapy	\$30 Copay	\$30 Copay
70 Days Per Calendar Year: Skilled Nursing Facility & Rehabilitation	Deductible/ Coinsurance	Deductible/ Coinsurance
12 Visits Per Year: Dietary Counseling	No Charge	No Charge
4 Injections Per Year: Trigger Point Injection	No Charge*	No Charge*
20 Per Benefit Period: Urine/Serum Drug Testing	No Charge*	No Charge*
20 Visits Per Calendar Year: Acupuncture	\$30 Copay per visit	\$30 Copay**
60 Combined Visits Per Calendar Year: PT, OT, ST, Cognitive, Pulmonary Rehab	\$30 Copay	\$30 Copay**
36 Visits Per Calendar Year: Cardiac Rehab	\$30 Copay per visit	\$30 Copay**
1 Visit Per Calendar Year: Wellcare — Over Age 6	No Charge	No Charge
8 Visits Per Year: Alcohol Misuse Counseling	No Charge	No Charge
8 Visits Per Year: Tobacco Cessation Counseling	No Charge	No Charge

For the most up-to-date information on your benefits, please check your Summary Plan Description (SPD). Your SPD replaces any information on the "Service Limits" page. If you have questions about your benefits, just give us a call at **1-888-796-0609**.

* Office visit copay or deductible/coinsurance may apply if services received during a regular office visit

** Copay applies to each visit



Download the BCBSTNSM and AlwaysOn[®] apps from your phone's app store.



Download the **BCBSTN** app today to get the details you need to feel confident about your plan and your health care, all in one place. You'll also get easy telehealth access, a digital ID card and live online chat.



Use **AlwaysOn** to complete your Personal Health Assessment, connect with your health coach, sync your fitness device, and find helpful health and wellness content.

Extras To Help You Stay Healthy

Member Discounts

With our member discount program, you can save on fitness gear, weight loss programs or even a low-cost gym membership. You can get both national discounts and local offers for savings on fitness, personal care, healthy eating, lifestyle and wellness. Our program encourages you to live a healthier lifestyle by making healthy choices more affordable.



Find your exclusive discounts by logging in at **bcbst.com/memphistn**.



Fitness Your Way™

Our no-hassle member fitness program connects you with more than 10,000 gyms and fitness centers nationwide. With no long-term contracts and a website that allows you to search for facilities near you, Fitness Your Way makes working out simple.

You can easily enroll, find fitness centers and manage your activity at [bcbst.com/memphistn](https://www.bcbst.com/memphistn) or by calling **1-888-242-2060**.

BlueCross BlueShield of Tennessee (BlueCross) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. BlueCross does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

BlueCross:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as: (1) qualified interpreters and (2) written information in other formats, such as large print, audio and accessible electronic formats.
- Provides free language services to people whose primary language is not English, such as: (1) qualified interpreters and (2) written information in other languages.

If you need these services, contact a consumer advisor at the number on the back of your Member ID card or call 1-800-565-9140 (TTY: 1-800-848-0298 or 711).

If you believe that BlueCross has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance ("Nondiscrimination Grievance"). For help with preparing and submitting your Nondiscrimination Grievance, contact a consumer advisor at the number on the back of your Member ID card or call 1-800-565-9140 (TTY: 1-800-848-0298 or 711). They can provide you with the appropriate form to use in submitting a Nondiscrimination Grievance. You can file a Nondiscrimination Grievance in person or by mail, fax or email. Address your Nondiscrimination Grievance to: Nondiscrimination Compliance Coordinator; c/o Manager, Operations, Member Benefits Administration; 1 Cameron Hill Circle, Suite 0019, Chattanooga, TN 37402-0019; (423) 591-9208 (fax); Nondiscrimination_OfficeGM@bcbs.com (email).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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BlueCross BlueShield of Tennessee is a Qualified Health Plan Issuer in the Health Insurance Marketplace.

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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Si usted es miembro, llame al número de Servicio de atención a miembros que figura al reverso de su tarjeta de identificación de Miembro o al 1-800-565-9140 (TTY: 1-800-848-0298).

ملحوظة: إذا كنت تتحدث انكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان.

إذا كنت عضواً، فاتصل برقم خدمة الأعضاء الموجود على ظهر بطاقة هوية العضو أو بالرقم 1-800-565-9140 (الهاتف النصي: 1-800-848-0298).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。

若您是會員，請撥打會員 ID 卡背面的會員服務部號碼或 1-800-565-9140 (聽障專線 (TTY) : 1-800-848-0298)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

Nếu quý vị là hội viên, hãy gọi đến số Dịch vụ Hội viên ở mặt sau thẻ ID Hội viên của quý vị hoặc 1-800-565-9140 (TTY: 1-800-848-0298).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

가입자의 경우, 가입자 ID 카드 뒷면의 가입자 서비스 전화번호 또는 1-800-565-9140(TTY: 1-800-848-0298) 번으로 전화하시기 바랍니다.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

Si vous êtes adhérent, appelez le numéro du Service adhérents indiqué au dos de votre carte d'assuré adhérent ou appelez le 1-800-565-9140 (TTY/ATS : 1-800-848-0298).

ໂປ່ງດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ.
ຖ້າທ່ານເປັນສະມາຊິກ, ໃຫ້ໃຫ້ທາເບີຂອງຝ່າຍບໍລິການສະມາຊິກທີ່ມີຢູ່ດ້ານຫຼັງບັດ ID ສະມາຊິກຂອງທ່ານ ຫຼື 1-800-565-9140
(TTY: 1-800-848-0298).

ማሰታወሻ: የግናዥት ቋንቋ አማርኛ ከሆነ የትርጉም አርዳታ ደርጅቶች: በነጻ ሊያገለግሉት ተዘጋጅተዋል:
አባል ከሆኑ በአባልነት ማታወቂያዎ ጀርባ ላይ በግንገራው የአባልነት አገልግሎት ቁጥር ወይም በ 1-800-565-9140 (መስማት ለተገናኙ: TTY:
1-800-848-0298) ይደውሉ።

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.
auf der Rückseite Ihrer Mitglieds-ID-Karte oder 1-800-565-9140 (TTY: 1-800-848-0298) an.

सुचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સેવાઓ તમારા માટે ઉપલબ્ધ છે.
જો તમે સભ્ય છો, તો તમારા સભ્ય આઈડી કાર્ડની પાછળના સભ્ય સર્વિસ નંબર ઉપર અથવા 1-800-565-9140 (TTY: 1-800-848-0298) પર કોલ
કરી.

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。
。會員のお客様は、會員IDカードの裏面に記載の會員サービス番号あるいは1-800-565-9140
(TTY: 1-800-848-0298)まで、お電話にてご連絡ください。

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang
bayad.

Kung ikaw ay isang miyembro, tawagan ang numero ng Serbisyo sa Miyembro na nasa likod ng iyong Kard ng ID ng
Miyembro o sa 1-800-565-9140 (TTY: 1-800-848-0298).

ध्यान दें: यदि आप िहंदी बोलते हैं तो आपके िलए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।
अगर आप सदस्य हैं तो अपने सदस्य आईडी कार्ड के पीछे दिए गए नंबर या 1-800-565-9140 (TTY: 1-800-848-0298)
पर सदस्य सेवा नंबर पर फोन करें।

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.
Если Вы являетесь участником, позвоните в отдел обслуживания участников по номеру, указанному на
обратной стороне Вашей идентификационной карты участника, или по номеру 1-800-565-9140 (TTY: 1-800-
848-0298).

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد.
در صورتیکه عضو هستید، با شماره خدمات اعضا در پشت کارت شناسایی عضو خود یا 1-800-565-9140 (TTY: 1-800-848-0298)
تماس بگیرید.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou.
Si ou se yon manm, rele nimewo Sèvis Manm ki sou do kat ID Manm ou an oswa 1-800-565-9140
(TTY: 1-800-848-0298).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej.
Członkowie mogą dzwonić pod numer działu Member Service podany na odwrocie karty identyfikacyjnej członka
lub numer 1-800-565-9140 (TTY: 1-800-848-0298).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis.
Caso seja membro, ligue para o telefone do serviço de Atendimento ao Membro informado no verso de seu cartão
de identificação de membro ou para 1-800-565-9140 (TTY: 1-800-848-0298).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti.
Se è un membro, chiami il numero del Servizio per i membri riportato sul retro della Sua scheda identificativa del
membro oppure il numero 1-800-565-9140 (TTY: 1-800-848-0298).

Díj baa akó nínzín: Díj saad bee yánífti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná
hóló.
Naaltsoos bee ná há'dít'éego, Naaltsoos Bá Hada'dít'éhígíí ninaaltsoos nít'í'zi bee nééhozinígíí
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doodago 1-800-565-9140 (Doo Adinits'agóogo q TTY: 1-800-848-0298) bee hodílnih.



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