



The signs of a healthier Vermont

Getting Started—BlueCare® AccessSM Plan

Read these important facts about your BlueCare health plan



- Choose a **Primary Care Physician (PCP)** for each family member when you join. Coordinate your care through your PCP and use in-network providers to get the most from your benefits.
- **If you live in the BlueCare service area** (Vermont or Coos, Grafton, Sullivan or Cheshire County in New Hampshire), you must use The Vermont Health Plan's network. You can find PCPs and other network providers on our website at www.bcbsvt.com/FindaDoctor.
- **If you live outside the BlueCare service area**, you must use BlueCard providers in the area where you live. Find providers at www.bluecares.com.
- If you live **in the BlueCare service area and one of your dependents lives outside the BlueCare service area**, you must complete a "Dependent Out-of-Service Area Coverage Request Form" so that he or she can use out-of-area BlueCard providers.
- You pay nothing for preventive visits like your annual physical or children's immunizations when you use network providers.
- **Emergencies** are covered wherever you are. Call us as soon as possible after an out-of-network emergency.
- You must get **prior approval** from us for certain drugs and services. Without prior approval, you will pay more (perhaps even all) of the cost of your care. You can find the list of drugs and services that require prior approval on our website at www.bcbsvt.com/priorapproval. Network providers in the BlueCare service area will secure prior approval for you. If you live outside of the BlueCare service area, work with your doctor to obtain prior approval.
- Your BCBSVT ID card is also your **prescription drug card**. Take it to any network pharmacy to receive benefits for drugs or use our convenient mail order service. To learn more about our pharmacy programs, visit our Rx Center at www.bcbsvt.com/rxcenter.
- The **Blue HealthSolutions program** keeps our healthiest members healthy and helps members with chronic or catastrophic illnesses get the special attention they need, including disease management for conditions like asthma, diabetes and hypertension or case management for members with acute illnesses or injuries. This program also features our 24-hour Nurse Line, staffed by registered nurses who answer health-related questions from members.
- Better Beginnings® is a popular prenatal program that offers education, materials and helpful support for **expectant mothers**. Our nurses keep in touch with a mom-to-be throughout her pregnancy to ensure she's getting the best possible care. By providing individualized benefits and support for mothers, Better Beginnings helps babies get the best start in life.
- Our **Wellness Center** is a health and wellness **website** packed with in-depth information on medical issues, treatment options and a confidential health assessment that connects members to personalized wellness support.
- **Blue365®**—Living well means having healthy options every day. That's why Blue Cross and Blue Shield of Vermont and its sister Blue plans across the country designed Blue365 to take you beyond your health insurance and offer you access to trusted health and wellness resources 365 days a year, online at www.bcbsvt.com/blue365.
- Call us at (888) 882-3600 or visit us on the web at www.bcbsvt.com if you have any questions about your health plan.

Verify benefits, check claim status, order forms or new ID cards, change addresses and more on our website

www.bcbsvt.com



BlueCross BlueShield of Vermont

An Independent Licensee of the Blue Cross and Blue Shield Association.

