

2024 Blue Cross and Blue Shield Service Benefit Plan - Standard and Basic Option
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To qualify for the Pregnancy Care Box, you must be pregnant. Information on the program is available on our website, www.fepblue.org.

To qualify for the \$75 incentive, you must meet the criteria above for the Pregnancy Care Box and send us a copy of your healthcare provider's medical record that confirms you had a prenatal care visit during the first trimester of your pregnancy.

Information that must be included when submitting your medical record can be found on our website, www.fepblue.org/maternity.

To receive the Pregnancy Care Box or the \$75 incentive reward, members must complete all requirements of the program during the benefit year, and either the first prenatal visit or the delivery must occur during the benefit year. These incentives are offered per pregnancy and are limited to two pregnancies per calendar year.

Annual Incentive Limitation

Financial incentives earned through participation in the Blue Health Assessment, personalized goals through Daily Habits and the Pregnancy Care Incentive Program are limited to a total of \$420 per person per calendar year for the contract holder and spouse.

Reimbursement Account for Basic Option Members Enrolled in Medicare Part A and Part B

Basic Option members enrolled in Medicare Part A and Part B are eligible to be reimbursed up to \$800 per calendar year for their Medicare Part B premium payments. The account is used to reimburse member-paid Medicare Part B premiums. For more information on how to obtain reimbursement, please visit www.fepblue.org/mra or call 888-706-2583.

MyBlue[®] Customer eService

Visit **MyBlue Customer eService** at www.fepblue.org/myblue or use the fepblue mobile app to check the status of your claims, change your address of record, request claim forms, request a duplicate or

replacement Service Benefit Plan ID card, and track how you use your benefits. Additional features include:

- **Online EOBs** – You can view, download, and print your explanation of benefits (EOB) forms. Simply log on to MyBlue Customer eService via www.fepblue.org/myblue and click on “View My Claims”; from there you can search claims and select the “EOB” link next to each claim to access your EOB. You can also access EOBs via the fepblue mobile app. Simply link to MyBlue, and click on Claims.
- **Opt In or Out of Mailed Paper EOBs** – The Service Benefit Plan offers an environmentally friendly way of accessing your EOBs via www.fepblue.org/myblue. You can opt in or out of receiving mailed paper EOBs by following the on-screen instructions.
- **Personalized Messages** – Our EOBs provide a wide range of messages just for you and your family, ranging from preventive care opportunities to enhancements to our online services.
- **Financial Dashboard** – Log in to MyBlue to access important information in real time, including deductibles, out-of-pocket costs, remaining covered provider visits, medical claims, and pharmacy claims. You also can review your year-to-date summary of completed claims, MyBlue Wellness Card balance, and pharmacy spending throughout the year.

National Doctor & Hospital Finder

Visit www.fepblue.org/provider to access our National Doctor & Hospital Finder and other nationwide listings of Preferred providers.

Care Management Programs

If you have a rare or chronic disease or have complex healthcare needs, the Service Benefit Plan offers two types of Care Management Programs that provide assistance with the coordination of your care, provide member education and clinical support.

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