



# 2025 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, 2025, to get your incentive.**

## Getting Started

Your first step to earning your incentives is to register your account at **[bcbst.com/memphistn](https://bcbst.com/memphistn)**.



## How To Register

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

1. Visit **[bcbst.com/memphistn](https://bcbst.com/memphistn)**.
2. Choose the **Member Log In/Register** button at the top of the page.
3. Then, click **Register a New Account**.

For questions about your gift card or to redeem your rewards, call **1-844-269-2583** or email **[help@bcbstrewards.com](mailto: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 last year's rewards by Feb. 28, 2025.**

### How to get your rewards:

1. Go to **[bcbst.com/memphis-rewards](https://bcbst.com/memphis-rewards)**.
2. Go to **My Health**, then **Wellness Rewards**.
3. Pick **Rewards** on the Rewards page, then choose **Redeem** under the Visa card option.

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

<b>Wellness Activity</b> Complete any of these activities to earn your incentive.	<b>Reward</b>	<b>When Will I See My Reward?</b>
<b>Biometric Screening</b> (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
<b>Annual Wellness or Well-woman Exam*</b> * Covered at 100%	\$50 Employee \$25 Spouse	4–6 weeks after provider submits claim
<b>Behavioral Health Checkup*</b> To find a provider: 1. Visit <a href="http://bcbst.com/findcare">bcbst.com/findcare</a> . 2. Type "Behavioral Health" in the search field or 3. Call us at <b>1-800-818-8581</b> and choose case management * First 10 visits covered at 100%	\$50 Employee \$25 Spouse	4–6 weeks after provider submits claim
<b>Dental Cleaning</b> (if enrolled in dental plan) To find a provider: 1. Log in at <a href="http://bcbst.com/memphistn">bcbst.com/memphistn</a> 2. Type "Dental" in the search field or 3. Call us at <b>1-800-818-8581</b>	\$25 Employee \$25 Spouse	4–6 weeks after provider submits claim
<b>Flu Shot*</b> (Show your Member ID when you get your shot)	\$25 Employee \$25 Spouse	4–6 weeks after provider submits claim

<b>Wellness Activity</b> Complete any of these activities to earn your incentive.	<b>Reward</b>	<b>When Will I See My Reward?</b>
<b>Your Choice — Pick ONE of the following activities to complete:</b> <b>Personal Health Assessment (PHA)</b> Visit <a href="http://bcbst.com/wellnesscenter">bcbst.com/wellnesscenter</a> .	<div>\$50 Employee</div> <div>\$25 Spouse</div>	7–10 days after completion of the PHA
<b>Lifestyle Health Coaching</b> (Four phone or secure messaging sessions) Contact a coach at <b>1-866-498-9806</b> .		Up to 2 weeks following completion of fourth session
<b>Care Management</b> (One or more phone sessions with a care manager) For more information, call <b>1-800-818-8581</b> .		Up to 3 weeks following completion of session
<b>Move to Earn: 1 million steps</b> (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
<b>Diabetes Prevention Program</b> 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
<b>Diabetes Management Program</b> 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](mailto: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 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:

Log in at **[bcbst.com/biometric](https://bcbst.com/biometric)**.

# What's a Behavioral Health Checkup?

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

# Getting the Care That's Right for You

When it comes to finding care, you have options. Your plan includes convenient no-cost and low-cost providers depending on the type of care you need.

## The City of Memphis Employee Health Centers

You have access to no-cost primary care and more. If you need to see a provider when you're sick, need an annual check-up or need help managing chronic disease like diabetes and high cholesterol, The City of Memphis Employee Health Centers can help.

They can also treat:

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

## Clinic Locations:

	<b>City Hall - (901) 636-0111</b> 125 North Main St. Level 1B	<b>Poplar - (901) 725-9055</b> 3295 Poplar Ave. Ste. 105
<b>Monday</b>	<b>8:00 a.m. – 4:30 p.m.</b>	<b>8:00 a.m. – 4:00 p.m.</b>
<b>Tuesday</b>	<b>8:00 a.m. – 4:30 p.m.</b>	<b>9:00 a.m. – 5:00 p.m.</b>
<b>Wednesday</b>	<b>8:00 a.m. – 4:30 p.m.</b>	<b>10:00 a.m. – 6:00 p.m.</b>
<b>Thursday</b>	<b>8:00 a.m. – 4:30 p.m.</b>	<b>9:00 a.m. – 5:00 p.m.</b>
<b>Friday</b>	<b>8:00 a.m. – 4:30 p.m.</b>	<b>8:00 a.m. – 4:00 p.m.</b>

## 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:

Log in at **bcbst.com/teladoc**.

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

## Nurseline – \$0

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

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

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

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

## Urgent Care Centers – \$75 Copay/Deductible

If you can't visit an employee clinic or 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.

Teladoc Health® is an independent company and does not provide BlueCross BlueShield of Tennessee products or services. Teladoc Health is solely responsible for the products and services they provide. Teladoc Health operates subject to state and federal regulations.

# 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 Maternity<sup>SM</sup>

The Healthy Maternity program offers expecting members 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://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
- › Physical activity
- › Nutrition
- › Weight management
- › Blood pressure
- › Stress management
- › Cholesterol levels

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
- › Diabetes
- › Congestive heart failure
- › Asthma
- › Chronic obstructive pulmonary disease
- › 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 at **bcbst.com/preventdiabetes**. 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 at **bcbst.com/diabetesplans**. 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 at **bcbst.com/bloodpressure**. 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 at **bcbst.com/hinge** to get started.

## 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/balances** to see how many services you've used.

	<b>CHOICE</b> (In-Network)	<b>SELECT</b> (In-Network)
<b>1 Visit Per Calendar Year:</b> Mammogram	No Charge	No Charge
<b>1 Visit Per Calendar Year:</b> OB/GYN	No Charge	No Charge
<b>20 Visits Per Calendar Year:</b> Manipulation Therapy	\$30 Copay	\$30 Copay
<b>70 Days Per Calendar Year:</b> Skilled Nursing Facility & Rehabilitation	Deductible/ Coinsurance	Deductible/ Coinsurance
<b>12 Visits Per Year:</b> Dietary Counseling	No Charge	No Charge
<b>4 Injections Per Year:</b> Trigger Point Injection	No Charge*	No Charge*
<b>20 Per Benefit Period:</b> Urine/Serum Drug Testing	No Charge*	No Charge*
<b>20 Visits Per Calendar Year:</b> Acupuncture	\$30 Copay per visit	\$30 Copay**
<b>60 Combined Visits Per Calendar Year:</b> PT, OT, ST, Cognitive, Pulmonary Rehab	\$30 Copay	\$30 Copay**
<b>36 Visits Per Calendar Year:</b> Cardiac Rehab	\$30 Copay per visit	\$30 Copay**
<b>1 Visit Per Calendar Year:</b> Wellcare — Over Age 6	No Charge	No Charge
<b>8 Visits Per Year:</b> Alcohol Misuse Counseling	No Charge	No Charge
<b>8 Visits Per Year:</b> 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 BCBSTN<sup>SM</sup> and AlwaysOn<sup>®</sup> 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/memberdiscounts](https://bcbst.com/memberdiscounts)** or by scanning the QR code.



## Fitness Your Way™

Fitness Your Way is a comprehensive wellness program that provides you with access to thousands of gyms nationwide. You can choose the gym that works best for you, wherever you are, and explore over 2,500 fitness locations.

You can easily enroll, find fitness centers and manage your activity at **[bcbst.com/memberdiscounts](https://bcbst.com/memberdiscounts)** or by calling **1-888-242-2060**. Enter coupon code **MEMPHIS19OFF** and hit apply to receive your \$19 credit and then, enter code **MEMPHISENROLLOFF** and hit apply to waive the enrollment fee.

\* Employees are responsible for any costs after \$19.

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<sup>1</sup>. BlueCross does not exclude people or treat them less favorably because of race, color, national origin, age, disability or sex.

BlueCross:

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

If you need these reasonable modifications, appropriate auxiliary aids and services, or language assistance 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 Grievance; c/o Manager, Operations, Member Benefits Administration; 1 Cameron Hill Circle, Suite 0019, Chattanooga, TN 37402-0019; (423) 591-9208 (fax); Nondiscrimination\_OfficeGM@bcbst.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>.

You can contact BlueCross's Nondiscrimination Coordinator at 423-535-1010 (TTY: 1-800-848-0298 or 711); Nondiscrimination\_CoordinatorGM@bcbst.com (email); or Corporate Compliance, 1 Cameron Hill Circle, 1.4, Chattanooga, TN 37402.

This notice is available at BlueCross's website: [bcbst.com](http://bcbst.com).

BlueCross BlueShield of Tennessee, Inc., an Independent Licensee of the BlueCross BlueShield Association.

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

Tivity Health and Fitness Your Way are registered trademarks or trademarks of Tivity Health, Inc., and/or its subsidiaries and/or affiliates in the USA and/or other countries. © 2018 Tivity Health, Inc. All rights reserved.

<sup>1</sup> Consistent with the scope of sex discrimination described at 45 CFR 92.101(a)(2))

**ATTENTION:** If you speak English, free language assistance services and appropriate auxiliary aids and services are available to you. Please call the Member Service number on the back of your Member ID card or 1-800-565-9140 (TTY: 1-800-848-0298).

**ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma, así como ayudas y servicios auxiliares adecuados. Llame al número de Servicio de atención a miembros que figura en el reverso de su tarjeta de identificación de miembro o al 1-800-565-9140 (TTY: 1-800-848-0298).

اتباه: إذا كنت تتحدث العربية، فستوفر لك خدمات المساعدة اللغوية المجانية والخدمات والأدوات المساعدة المناسبة. يرجى الاتصال برقم خدمة الأعضاء الموجود على ظهر بطاقة هوية العضو الخاص بك أو بالرقم 1-800-565-9140 (الهاتف النصي: 1-800-848-0298)

注意: 如果您說中文, 我們提供免費的語言協助服務, 以及適當的輔助協助和服務。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)。

LƯU Ý: Nếu quý vị nói tiếng Việt, quý vị sẽ được cung cấp các dịch vụ hỗ trợ ngôn ngữ miễn phí và các dịch vụ và công cụ hỗ trợ phù hợp. Vui lòng gọi đến số của bộ phận Dịch vụ Hội viên ở mặt sau Thẻ ID Thành viên của quý vị hoặc số 1-800-565-9140 (TTY: 1-800-848-0298).

주의: [한국어]를 사용하시는 경우, 무료 언어 지원 서비스 및 적절한 보조 기구와 서비스가 제공됩니다. 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 gratuits d'assistance linguistique et des aides et services auxiliaires appropriés sont à votre disposition. Veuillez appeler le numéro du Service adhérents indiqué au dos de votre carte d'assuré adhérent ou le 1-800-565-9140 (TTY/ATS : 1-800-848-0298).

ເອົາໃຈໃສ່: ຖ້າທ່ານເວົ້າພາສາ ພາສາລາວ, ມີການບໍລິການຊ່ວຍເຫຼືອ ດ້ານພາສາ ແລະ ການຊ່ວຍເຫຼືອ ແລະ ການບໍລິການທີ່ເໝາະສົມໃຫ້ ທ່ານ. ກະລຸນາໃຫ້ທ່ານເປັນຊ່ວຍເຫຼືອທີ່ມີການສະມາຊິກທີ່ມີຢູ່ດ້ານຫຼັງ ບັດ ID ສະມາຊິກຂອງທ່ານ ຫຼື 1-800-565-9140 (TTY: 1-800-848-0298).

ማስገዛገቢያ:- አማርኛ የሚናገሩ ከሆኑ፣ እጽዋት እርዳታ አገልግሎቶች እና ተገቢ ረዳት መርጃዎች እና አገልግሎቶች ለእርስዎ ይገኛሉ። በአባልነት መታወቂያዎ ጀርባ ላይ በሚገኘው የአባላት አገልግሎት ቁጥር ወይም በ 1-800-565-9140 (TTY: 1-800-848-0298) ይደውሉ።

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste und geeignete Hilfsmittel und Dienstleistungen zur Verfügung. Bitte rufen Sie die Nummer des Mitgliederdienstes auf der Rückseite Ihrer Mitglieds-ID-Karte oder 1-800-565-9140 (TTY: 1-800-848-0298) an.

ધ્યાન આપો: જો તમે ગુજરાતી બોલો છો, તો તમારા માટે નિ:શુલ્ક ભાષા સહાય સેવાઓ અને યોગ્ય સહાયક સાધનો અને સેવાઓ ઉપલબ્ધ છે. કૃપા કરીને તમારા સભ્ય ID કાર્ડની પાછળના સભ્ય સર્વીસ નંબર ઉપર અથવા 1-800-565-9140 (TTY: 1-800-848-0298) પર કોલ કરો.

お知らせ：日本語をお話しになる場合は、無料の支援サービスと適切な補助器具・サービスがご利用いただけます。会員IDカードの裏面に記載の会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。

PANSININ: Kung kayo ay nagsasalita ng Tagalog, magagamit para sa inyo ang libreng mga serbisyonang tulong sa wika at kaukulang mga karagdagang tulong at mga serbisyo. Mangyaring tawagan ang numero ng Serbisyo sa Miyembro na nasa likod ng inyong Kard ng ID ng Miyembro o sa 1-800-565-9140 (TTY: 1-800-848-0298).

ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए नि:शुल्क भाषा सहायता सेवाएँ और उपयुक्त सहायक साधन और सेवाएँ उपलब्ध हैं। कृपया अपने सदस्य ID कार्ड के पीछे दिए गए सदस्य सेवा नंबर या 1-800-565-9140 (TTY: 1-800-848-0298) पर कॉल करें।

ВНИМАНИЕ! Если Вы говорите по-русски, Вам будут предоставлены услуги языковой поддержки и соответствующие вспомогательные средства и сервисы на бесплатной основе. 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 بہ زبان فارسی صحبت می کنید، خدمات کمک زبانی رایگان و مساعدت ها و خدمات کمکی مناسب در دسترس شما هستند. در صورتیکه عضو هستید، با شماره خدمات اعضا در پشت کارت عضویت خود 1-800-565-9140 (TTY: 1-800-848-0298) تماس بگیرید.

ATANSYON: Si w pale Kreyòl Ayisyen, genyen sèvis asistans gratis pou lang ansanm ak èd pou sèvis oksiyèl apwopriye k ap disponib pou ou. Tanpri rele nimewo Sèvis Manm ki sou do kat ID Manm ou an oswa 1-800-565-9140 (TTY: 1-800-848-0298).

UWAGA: Osoby posługujące się językiem polskim mogą bezpłatnie skorzystać z pomocy językowej oraz rozwiązań i usług pomocniczych. Prosimy zadzwonić pod numer działu obsługi ubezpieczonych podany na odwrocie karty identyfikacyjnej członka lub numer 1-800-565-9140 (TTY: 1-800-848-0298).

ATENÇÃO: Se você fala Português, serviços gratuitos de assistência linguística e recursos e serviços auxiliares apropriados estão disponíveis para você. Ligue para o número de 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: se parla italiano, sono disponibili per Lei servizi gratuiti di assistenza linguistica nonché aiuti e servizi ausiliari adeguati. 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).

BAA'áKOHWIINIDZIN: Diné bizaad bee yánílti'go, t'áá jiik'eh saad bee áka'aná'awo' bee áka'anida'awo'í dóó t'áadoole' binahji' bee adahodoonígíí diné bich'í' anidahazt'í' bee bika'aanida'awo'í ná dahóló. T'áá shóódi Bił Ha'dit'éhí Bika'aná'awo' Bił Ha'dit'éhí ID naaltsoos nít'í'zì bine'déé' binámboo bee hodílnih doodago 1-800-565-9140 (TTY: 1-800-848-0298).

WICHDICh: Wann du Deitsch schwetzscht un brauchschtf Hilf fer communicat-e kenne mer dich helfe unni as es dich ennich eppes koschde zellt. Mir kenne differnti Sadde Schprooch-Hilf beigrigree aa fer nix. Ruf der Member Service Number uff die hinnerschtf Seit vun dei Member ID Card uff odder 1-800-565-9140 (TTY: 1-800-848-0298).

FAASILASILAGA: Afai e te tautala i le faa-Samoa, o loo avanao mo oe auaunaga fesoasoani mo gagana e aunoa ma se togoti faapea ma fesoasoani fa'aopo'opo ma auaunaga talafeagai. Faamolemoale vala'au le numera o le Member Service (Auaunaga mo Tagata Auai) o lo'o i tua o lau pepa ID o le Member (Tagata Auai) po o le 1-800-565-9140 (TTY: 1-800-848-0298).

GAkiULA: Gare iga go kapetal Faluwasch, ye toore paliuwal yamem bwe tepangug rel gamatefal lane kapetal Faluwasch. Fale peshem kol yegili nampal Member Service ila yelog liugul tagurul Member ID kard la yam gare 1-800-565-9140 (TTY: 1-800-848-0298).

ATENSION: Guaha setbisio siha para hâgu yanggen fifino' CHamoru hao, dibâdte na setbision inayudon fumino' CHamoru yan propriu âgang i numiron Setbision Membro gi santatten i kattâ-mu Member ID pat 1-800-565-9140 (TTY: 1-800-848-0298).



of Tennessee

1 Cameron Hill Circle  
Chattanooga, Tennessee 37402  
bcbst.com

PRSRT  
FIRST-CLASS MAIL  
US POSTAGE  
PAID  
BLUE CROSS  
BLUE SHIELD  
OF TENNESSEE



Look inside for  
your annual health  
incentives and  
wellness programs.