### **GETTING STARTED** Welcome To Blue KC

**Definitions You Should Know** Additional Resources Your Member Portal On MyBlueKC.com Your Blue KC Member ID Card Your Explanation Of Benefits (EOB) MyBlueKC Mobile App Opt-In To Text Messaging

### FINDING CARE

- Knowing Where To Go For Care Starts Here Common Medical Concerns Find A Doctor Or Hospital
- Choose A Doctor Who Is Committed To A Retter Experience ĥ
- 24/7 Access To Virtual Care Online Or Mohile Doctor Visits

## 17-18

14

15

16

The BlueCard Program Across The Country	
And Around The Globe	19
Getting The Most Out Of Your Preventive Care	
Know What Care Requires Approval	
Prior Authorization For High-Tech Imaging	

### LIVING HEALTHY **Behavioral Health Services**

Save and Earn with SmartShopper

, ,		A Healthier You <sup>†</sup> Maternity Suppo Blue365® Lifestyle Progra Diabetes Self-M
) 20 Digneres seit-i	J 20	Digneres Sell-IA

27

nity Support yle Program Benefit tes Self-Management **Chronic Condition Management Complex Medical Case Management** 

**Transitions Of Care Program** 

Oncology

Advanced Illness Program	3
Blue KC Care Management App	3
PHARMACY BENEFITS	
Make The Most Of Your Pharmacy Benefits	4
Getting Started	4
Use Rx Savings Solutions To Save	
On Prescriptions	43-4
	Blue KC Care Management App PHARMACY BENEFITS Make The Most Of Your Pharmacy Benefits Getting Started Use Rx Savings Solutions To Save

**MORE INFORMATION** 

# **Living Healthy**

10

## **Behavioral Health Services For Blue KC Members**



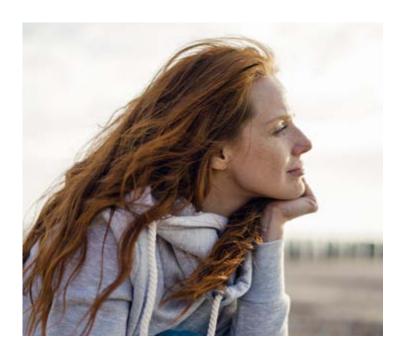
## WHOLE PERSON HEALTH SUPPORT

Behavioral health refers to the relationship between your behavior and overall well-being. Your behavioral health impacts your ability to function in everyday life and your concept of self.



Stress, depression, anxiety, substance use and other behavioral health issues can affect how you manage your physical health and daily living challenges. When you're in touch with your behavioral health, you can take better care of the whole you.

Mindful by Blue KC is a behavioral health initiative dedicated to reducing the stigma around behavioral health in our communities while making care more accessible and affordable.



## IT ALL STARTS WITH THE MINDFUL ADVOCATE

In a unique role exclusive to Blue KC health plans, there is a Mindful Advocate available to help 24/7 for:



In-the-moment support



**Help locating and referring** to in-network providers



**Care navigation** 



Help connecting to expedited treatment options in crisis situations

Mindful Advocates are licensed behavioral health clinicians who can help members access tools including in-person, text, online therapy and virtual visit options specific to the members' behavioral healthcare needs. Learn more at MindfulBlueKC.com.

One phone call can match you to the right care and services.



### Call 833-302-MIND (6463)

or call the behavioral health number on your ID card.