

From: Member.Comm@mail-bcsnc.com

Subject: [U43402E]: Resources for Expecting and New Parents



Pregnant? A new parent?

These resources can make it easier.

If you're pregnant, visits with your health care provider are essential to making sure your growing baby is healthy and that you're doing well and have the support you need for the journey. If you've just had a baby, postpartum care is just as important. These appointments help take care of your physical and emotional health so you can be the best parent you can be and – more importantly – your healthiest self.



Make your first prenatal appointment as soon as you find out you're pregnant. This visit will include medical tests and questions about you and your health. It's also a chance for you to talk with your provider about what to expect throughout pregnancy, so bring a list of any questions you have.



Until 28 weeks, see your health care provider at least every four weeks.



As you get closer to your due date, you will need **more frequent appointments** (once every two weeks until week 36, and once a week after that).

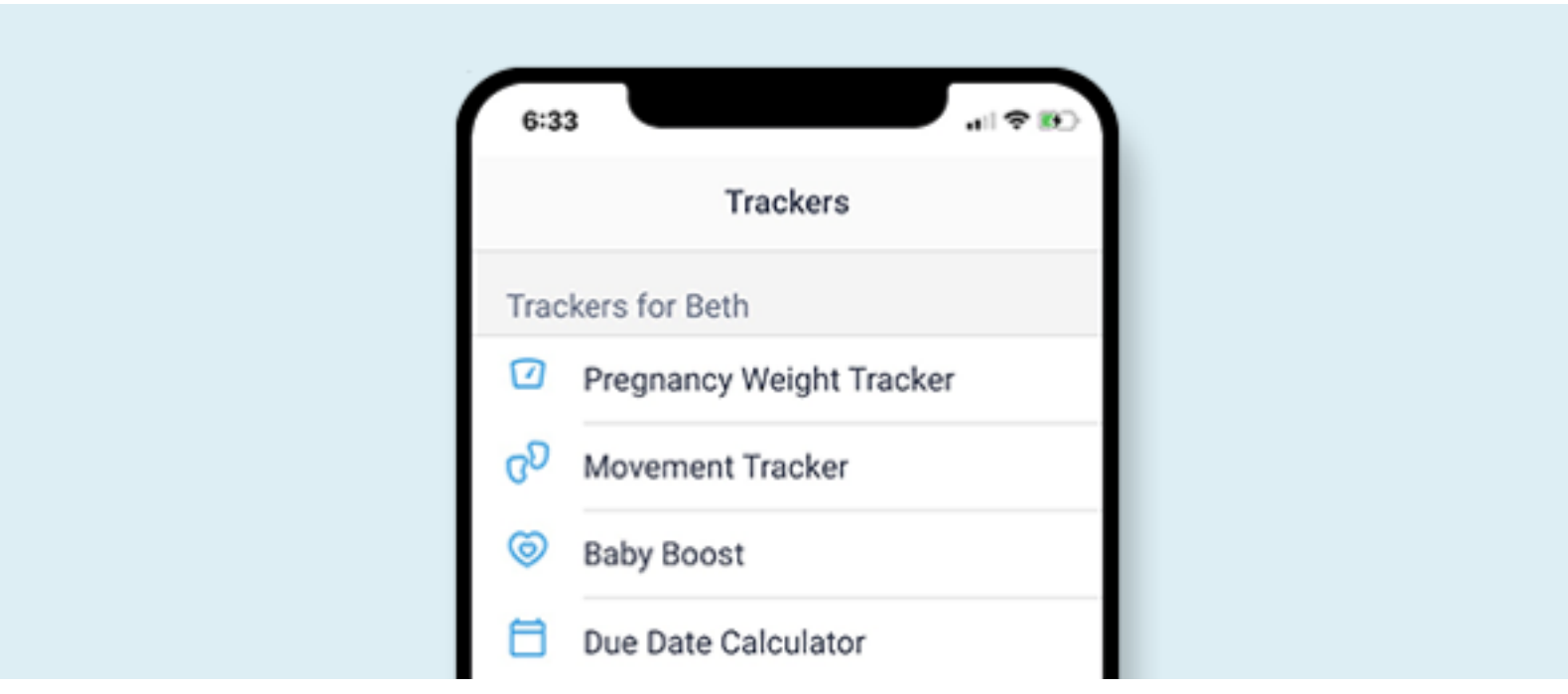


Have your first postpartum checkup within three days to 12 weeks of giving birth. Please check with your provider regarding which timeframe is appropriate for you. These checkups include physical exams and questions to make sure you have the physical, practical and emotional support you need.

Need a provider? Call 1-800-218-5295 to get set up with an in-network provider for prenatal appointments. You can also use our [Find a Doctor or Facility](#) tool.



There's an app for that!



The free **My Pregnancy app** from Blue Cross and Blue Shield of North Carolina (Blue Cross NC) is full of information and support for a healthy pregnancy. **Learn about what to expect in each stage of pregnancy and beyond,** keep a list of questions to ask your doctor, talk with a nurse (it's confidential) and enjoy features like the Kick Counter!



My Pregnancy

Download the My Pregnancy app and register

with your Blue Cross NC member information.



Having a hard time? Care Navigators help you work with the right professionals

Trying for a baby, pregnancy, childbirth and parenting can all be hard on a person. If you have substance use challenges or often feel down, worried, irritable or tired, you may benefit from behavioral health care.

Blue Cross NC behavioral health Care Navigators are here to listen to what you're going through and match you with the right behavioral health care provider for your needs, location and schedule. They can help you make appointments and stay in touch to make sure you're getting the treatment you need.

If you need help with your mental health, you're not alone. Many people have mental health challenges especially after giving birth. **Seeking help when you need it is a sign of strength.**



Call 1-800-755-0798 to talk to a Blue Cross NC Care Navigator. You can refer yourself for this service by filling out this **Online Form**. Please select the "maternal mental health" option.



Help with healthy food costs, breastfeeding and more through WIC

The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) helps families save on costs for certain healthy foods for pregnant women, those who have recently given birth, and babies and children up to age five. WIC also offers breastfeeding support, nutrition education and community referrals. You may be eligible for WIC if you live in North Carolina and your family income is below a certain amount. Visit [NCDHHS.gov/LocalWIC](#) to learn more about WIC in your county. You can call your local WIC office to see if your family is eligible for these services.



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Blue Cross NC offers health and wellness programs as a convenience to aid members in improving their health; results are not guaranteed. Blue Cross NC reserves the right to discontinue or change these programs at any time. The goal is to help members make better decisions about their health and to help them follow their provider's plan of care. Decisions about care should be made with the advice of the member's provider.

Blue Cross NC offers several decision support tools to aid you in making decisions around your health care experience. These tools are offered for your convenience and should be used only as reference tools. You should consult your own legal counsel, tax advisor or personal physician as applicable throughout your health care experience.

Wildflower Health is an independent company solely responsible for the services it provides via the My Pregnancy app on behalf of Blue Cross NC. Wildflower Health does not offer Blue Cross or Blue Shield products or services.

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From: Member.Comm@mail-bcbsnc.com
Subject: [U41111E]: New and Improved Blue Connect Mobile App

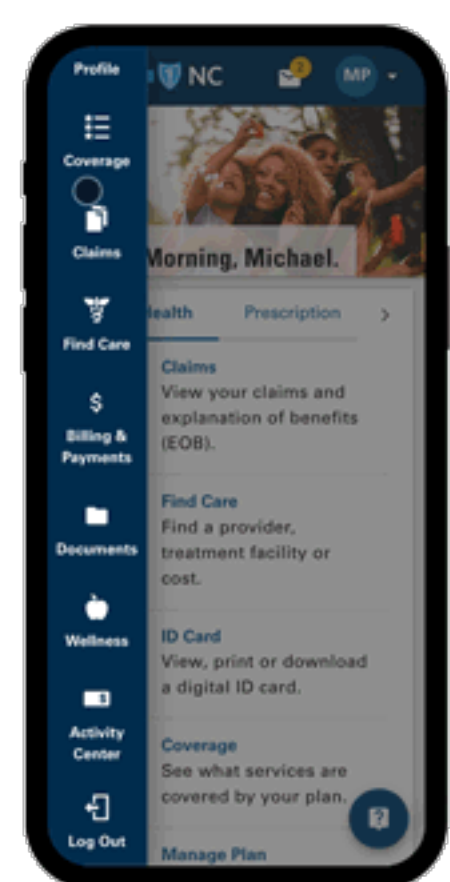


For the latest on COVID-19, including the vaccine, visit [BlueCrossNC.com/Coronavirus](https://www.bluecrossnc.com/coronavirus).

Get Our New and Improved Blue Connect MobileSM App



We designed the Blue Connect Mobile app to make it even easier for our members to take care of their health. Manage your plan – anytime, anywhere.



Get 24/7 Access To:



ID Cards
View and show your doctors your digital member ID card.¹



Coverage
See what services are covered by your plan.



Find Care
Find doctors, hospitals, urgent care, pharmacies and more.



Compare Costs
See estimated costs for the same procedures and services in different locations.



Claims and Tracking
View your claims and track your expenses.



Need Help?
Send secure messages to Customer Service.



Wellness
Access our Nurse Support Program, nutritional counseling, discounts and more.



Contact Preferences Center
Manage your contact information and delivery preferences.



So Much More
Explore our great tools and features to help you personalize your health care.



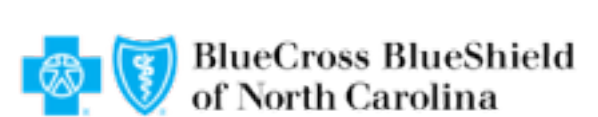
Already have the app?

Go to the app store to make sure you have the latest version!

Download and use the Blue Connect Mobile app today!



Blue Connect Mobile app is compatible with iPhone iOS 9.3 or later and Android 5.1 or later operating systems.



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¹ ID cards are for identification purposes only. They do not guarantee eligibility or payment of your claim.
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Blue Cross NC offers the Nurse Support Program for your convenience and is not liable in any way for the goods or services received; results are not guaranteed. Decisions regarding your care should be made with the advice of your doctor. Blue Cross NC reserves the right to change or discontinue this program at any time without prior notification from Blue Cross NC.

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U41111E, 9/22

From: Member.Comm@mail-bcbsnc.com


Subject: [U41489Ec W2]: REMINDER: Whoops! You're overdue. Make an appointment today!



You're Overdue!


Missing dental exams can be hazardous to your health.

[Learn More](#)



Our records show you are overdue for your annual dental exam.

We get it! There are a variety of reasons people miss their annual dental exam – from not having enough time to being fearful of the dentist. But did you know that postponing your dental exam could impact your overall health? Routine dental exams reveal more than just dental problems. In fact, your mouth can show signs of more than 100 diseases!¹ Proper oral care could prevent emergency care. So, schedule your dental checkup today!



You are overdue!
Make a dental appointment today.


[Find a Dentist](#)

Get The Facts – Diabetes, Heart Disease and Oral Health

Did you know that people with chronic illnesses such as diabetes and heart disease need to take special care of their teeth and gums?

- Those with diabetes have a dramatically higher risk of developing gum disease²
- Having gum disease makes it harder to regulate blood sugar³
- Gum disease is associated with heart disease⁴
- People with gum disease are twice as likely to have a heart attack⁵
- Oral bacteria can cause gum inflammation and infections, which may be linked to heart disease, clogged arteries and stroke.⁵

If you have diabetes or coronary artery disease (CAD), be sure to let your dentist know. That way, they can keep a close eye on your oral health and spot any issues early when they are easier to treat.



86% increase
Research shows diabetes dramatically increases the risk of gum disease.²

[More Facts](#)



2x the risk
People with gum disease are about twice as likely to have a heart attack.⁵

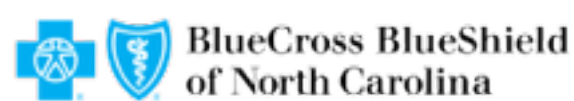
[More Facts](#)

DentalBlue

Get a checkup at no cost to you⁶

With Dental Blue, most plans cover preventive services at 100 percent with no deductible. That includes up to three exams and cleanings per benefit period for many plans, too.

[See What's Covered](#)



For details on COVID-19 testing and vaccines, visit [BlueCrossNC.com/Coronavirus](https://www.bluecrossnc.com/coronavirus).

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¹ Source: [heart.org/en/news/2022/08/11/health-conditions-a-dentist-might-find-that-have-nothing-to-do-with-your-teeth](https://www.heart.org/en/news/2022/08/11/health-conditions-a-dentist-might-find-that-have-nothing-to-do-with-your-teeth) (Accessed October 2022).

² Source: pubmed.ncbi.nlm.nih.gov/29502214/ (Accessed October 2022).

³ Source: [mayoclinic.org/healthy-lifestyle/adult-health/in-depth/dental/art-20047475](https://www.mayoclinic.org/healthy-lifestyle/adult-health/in-depth/dental/art-20047475) (Accessed October 2022).

⁴ Source: [ncbi.nlm.nih.gov/pmc/articles/PMC7027895/](https://pubmed.ncbi.nlm.nih.gov/pmc/articles/PMC7027895/) (Accessed October 2022).

⁵ Source: [health.harvard.edu/heart-health/gum-disease-and-heart-health-probing-the-link](https://www.health.harvard.edu/heart-health/gum-disease-and-heart-health-probing-the-link) (Accessed October 2022).

⁶ Source: On most standard dental plans and based on Blue Cross and Blue Shield of North Carolina allowable schedule. Limitations may apply. Refer to your benefit booklet for details.

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) offers several decision support tools to aid you in making decisions around your health care experience. These tools are offered for your convenience and should be used only as reference tools. You should consult your own legal counsel, tax advisor or personal physician as applicable throughout your health care experience.

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From: Member.Comm@mail-bcbsnc.com

Subject: [U43102E]: Happy birthday 🎂 Susan!



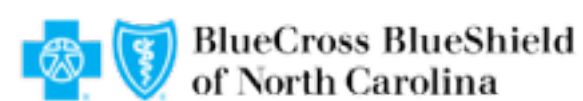
Happy Birthday, Susan!



We at Blue Cross and Blue Shield of North Carolina wish you a happy birthday and a joyful year ahead! Thank you for being our valued member and entrusting us with your health and well-being.

Enjoy **healthy recipes**, **well-being boosts** and other positive content on our [Birthday Page](#).

Let's Celebrate!



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Y0079_12138_C PA 07102023
U43102E, 8/23

From: Member.Comm@mail-bcbsnc.com

Subject: [U42644Ea_MA]: NEW! No-Cost Caregiver Benefits



Get Extra Help At No Extra Cost

Take advantage of your new caregiving benefits

[Learn More](#)

Everyone needs a hand sometimes – even caregivers. This year, you have access to several new benefits to help both you and your helpers. **Your 2023 Blue Medicare AdvantageSM plan delivers more – including healthy meals!**



Caregiver tools and support

Carallel offers support to family members caring for loved ones



Emergency services call device

A mobile and wearable Personal Emergency Response System (PERS)



Meal delivery

Mom's Meals provides 14 days of healthy meals after a hospital stay



In-home assistance

CareLinx caregivers can provide a helping hand with daily activities



Non-emergency medical transportation

SafeRideSM offers rides to and from doctor appointments

See how to sign up for help

[Get More Details](#)



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Mom's Meals, CareLinx, Carallel, Connect America and SafeRide are independent companies that are solely responsible for the products and services they provide. They do not provide Blue Cross or Blue Shield products or services.

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Y0079_11951_C PA 03202023

U42664Ea, 3/23

From: Member.Comm@mail-bcbsnc.com

Subject: [U42896Eb_Teladoc]: Virtual Behavioral Health Support for Teens and You



Virtual Behavioral Health Support for Teens and You

[Find a therapist today!](#)

At Blue Cross and Blue Shield of North Carolina (Blue Cross NC), we know how hard it can be to find behavioral health care, especially for young people. Finding a therapist or provider who's close to home, a good fit for you or your child, and has openings can seem impossible.



This is why we've partnered with Teladoc –

to help your family work with behavioral health providers from home or wherever you may be.



Teladoc behavioral health care is now available to **people ages 13+**. (Parents must attend the first therapy session with children under 18).



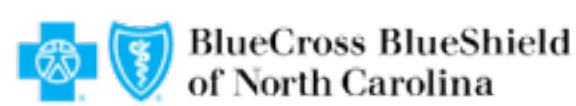
Teladoc offers appointments via phone, video or app. No need to drive – these virtual options make it easy to get care from the comfort of your home or wherever you are.



Teens get access to **myStrength digital tools**. These tools can help a person learn and practice coping skills. They can also help a person manage a crisis when they cannot get live support.

Find a therapist today! Visit [Teladoc.com](https://www.teladoc.com).

[Find a therapist today!](#)



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U42896Eb, 5/23

From: Member.Comm@mail-bcbsnc.com

Subject: [U38673Ea Group Onboarding W2 non-reward]: [REMINDER] Your Health Plan, Tailored to Your Needs



For the latest on COVID-19, including the vaccine, visit [BlueCrossNC.com/Coronavirus](https://www.bluecrossnc.com/coronavirus).

**Make Sure
You Get the
Most from
Your Plan!**



Activate Your Digital Health Plan

Quickly see benefits and claims information, find a doctor and get wellness tools and tips on Blue ConnectSM, your personalized website. Register now and download the mobile app for anywhere, anytime access to your health plan and all it offers.

[ACTIVATE NOW](#)



Confirm Your Contact Details

Let us know the best way to stay in touch. Simply confirm your contact information and set your delivery preferences on Blue ConnectSM, your member site.

“Go green” by checking all the boxes for email and signing up for text messages. That way, you won’t miss out on valuable information that helps you get more from your benefits.

[CONFIRM NOW](#)

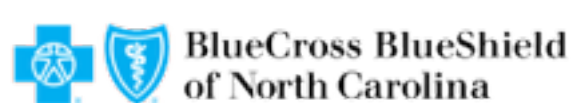


Complete the Blue ConnectSM Checklist

Know the basics about how your health plan works and make the most of your benefits by completing a quick checklist. See how to:

- Find in-network doctors and facilities
- Choose your Primary Care Provider (PCP) to coordinate your care
- Take advantage of preventive care
- Access our mobile app, Blue Connect MobileSM
- And more ...

[START NOW](#)



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U38673Ea, 12/21

From: Member.Comm@mail-bcbsnc.com

Subject: [U38742Ea ERU W2(blue classic) - Activity completed]: Save two hours with THIS care option...



For the latest on COVID-19, including the vaccine, visit [BlueCrossNC.com/Coronavirus](https://www.bluecrossnc.com/coronavirus).

Why Your Doctor Is #1



3 reasons to choose your doctor over other care options

[SEE YOUR CARE OPTIONS](#)

On the Quick Reference Guide you recently created, your doctor is at the very top. That's because having a regular doctor is important to your current and future health. Here are three reasons why...

- 1 Your doctor knows your health history.**
That means you can get great care that's tailored to your unique needs.
- 2 Your doctor helps you manage long-term health conditions.**
Or even helps you avoid them in the first place!
- 3 Your doctor can save you time.**
Compared to the emergency room, you could save over 2 hours by going to your doctor for health issues that aren't true emergencies.¹



Don't have a regular doctor?

[Visit your customized Care Options page on Blue ConnectSM.](#)

Go to the 'Your Doctor' section and select 'Overview.' We'll help you find one that's right for you. You'll learn about other choices covered by your health plan, too.

[GO TO YOUR CARE OPTIONS](#)

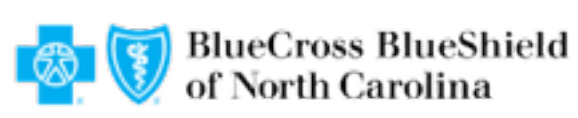


Lost track of your Quick Reference Guide? No problem.

[You can create a new personalized guide.](#)
Be sure to save it, print it and hang it in a visible spot around your home.

We'll reach out with some final tips in a few weeks.
Until then, take good care!

Remember: If you have an issue that threatens your life or health, never wait. Call 911 or go straight to the nearest emergency room!
This is not medical advice. Consult a medical professional and seek assistance in an emergency.



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¹ Based on average (median) time of 158 minutes patients spent in the emergency department in North Carolina before leaving from the visit. Source: data.cms.gov/provider-data/topics/hospitals (Accessed December 2021).
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From: Member.Comm@mail-bcbsnc.com

Subject: [U42726Ea_general]: Reminder: Get Your Annual Wellness Visit and Receive a \$50 Gift Card



Reminder: Get Your Annual Wellness Visit and Receive a \$[50] Gift Card



It's not too late to get your **Annual Wellness Visit**, a valuable benefit of your Blue Medicare AdvantageSM plan! We at Blue Cross and Blue Shield of North Carolina (Blue Cross NC) want to help you stay healthy and get the most out of your care. During this visit, you and your primary care provider (PCP) make a personalized plan together for your health.



The cost of your **Annual Wellness Visit (or Welcome to Medicare Visit)** if you've enrolled in Medicare within the last 12 months* is **[\$0]**.**



If you have a Blue ConnectSM account, we'll mail you instructions to claim your reward. No account? [Sign up today!](#) Or you can call the Customer Service number on the back of your member ID card and ask about the reward.



Virtual Annual Wellness Visits still count for the **[\$50] gift card!** (Welcome to Medicare visits must be in person.)



During your Annual Wellness Visit or Welcome to Medicare Visit, your PCP may:

- ✓ Work with you on your Health Risk Assessment survey
- ✓ Measure your height, weight and blood pressure
- ✓ Test your vision
- ✓ Ask questions to make sure your home and habits are safe for your continued health
- ✓ Provide referrals for other care
- ✓ Discuss your risk for depression and related conditions
- ✓ Help you schedule preventive screenings, such as a mammogram or a prostate exam
- ✓ Answer any questions you may have

[Learn more](#) about the Annual Wellness Visit, virtual care and the **[\$50] gift card** offer.



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* Your Welcome to Medicare Visit must occur within the first 12 months of Medicare Part B coverage. You do not need the Welcome to Medicare Visit to qualify for Annual Wellness Visits.
 ** Members may have costs for other services not related to their Annual Wellness Visit.

Please allow 12 weeks for claim processing before receiving your gift card. Gift card offer is available for a limited time only and is subject to change at any time. All federal, state and local taxes on gift cards, if applicable, are the sole responsibility of the member. Members should consult their tax professional on the tax treatment of gift cards.

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Y0079_12021_C
 U42726Ea, 4/23

From: Member.Comm@mail-bcbsnc.com

Subject: [U42401E]: Hi Suzanne: Your Health Care Status Check is ready.

*text this color is for informational purposes (no need to proof)

RULE: Display for all

How Are You Doing in 2023?

Don't miss the care you need!

Bring this checklist to your doctor and schedule the screenings that you haven't gotten yet this year.

RULE: Display for all

Health Care Status Check

Recommended preventive services for:

MemberFirstName MemberLastName

Suzanne Somers

Screenings	Status
Annual Wellness Visit (AWV) A visit with your primary care provider (PCP) to develop or update a personalized prevention plan based on your current health and risk factors.	
Annual Wellness Visit (AWV) A visit with your primary care provider (PCP) to develop or update a personalized prevention plan based on your current health and risk factors.	
Breast Cancer Screening A mammogram or X-ray to detect breast cancer – the second leading cause of cancer for women in the U.S. Every woman is at risk, and risk increases with age.	
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Colorectal Cancer Screening These screenings help find growths in the colon so they can be removed before becoming cancerous. Options include a colonoscopy, flexible sigmoidoscopy or stool card test (fecal occult blood test, FIT kit). If cancer is found early, treatment is more effective.	
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Diabetes Screening: Retinal Eye Exam If you have diabetes, you are at risk for developing diabetic retinopathy – an eye disease that can cause blindness if not treated. At the beginning, it has no symptoms, but a simple and painless eye exam can detect it. To stay safe, get your eyes checked every year. Find a vision provider at CECvision.com/search .	
Diabetes Screening: Retinal Eye Exam If you have diabetes, you are at risk for developing diabetic retinopathy – an eye disease that can cause blindness if not treated. At the beginning, it has no symptoms, but a simple and painless eye exam can detect it. To stay safe, get your eyes checked every year. Find a vision provider at CECvision.com/search .	
Diabetes Screening: A1C An A1C test measures how much glucose has been sticking to your red blood cells. If your A1C results are not at goal, get this test every three months. If they are, get it at least twice a year.	
Diabetes Screening: A1C An A1C test measures how much glucose has been sticking to your red blood cells. If your A1C results are not at goal, get this test every three months. If they are, get it at least twice a year.	
Diabetes Screening: Kidney Disease People with diabetes are at higher risk for chronic kidney disease. Talk with your doctor to make sure you get the blood and urine tests you need for a complete picture of your kidney function.	
Diabetes Screening: Kidney Disease People with diabetes are at higher risk for chronic kidney disease. Talk with your doctor to make sure you get the blood and urine tests you need for a complete picture of your kidney function.	

Your privacy is important to us. Your personal and health information is strictly protected.

Sale

Current Ad

CAMPING WORLD
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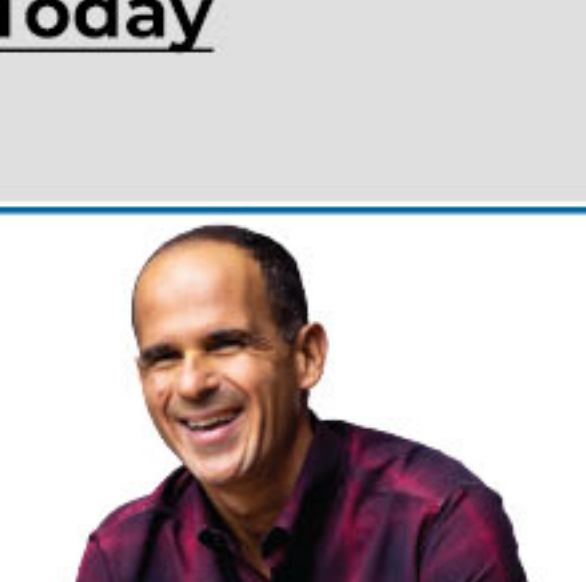
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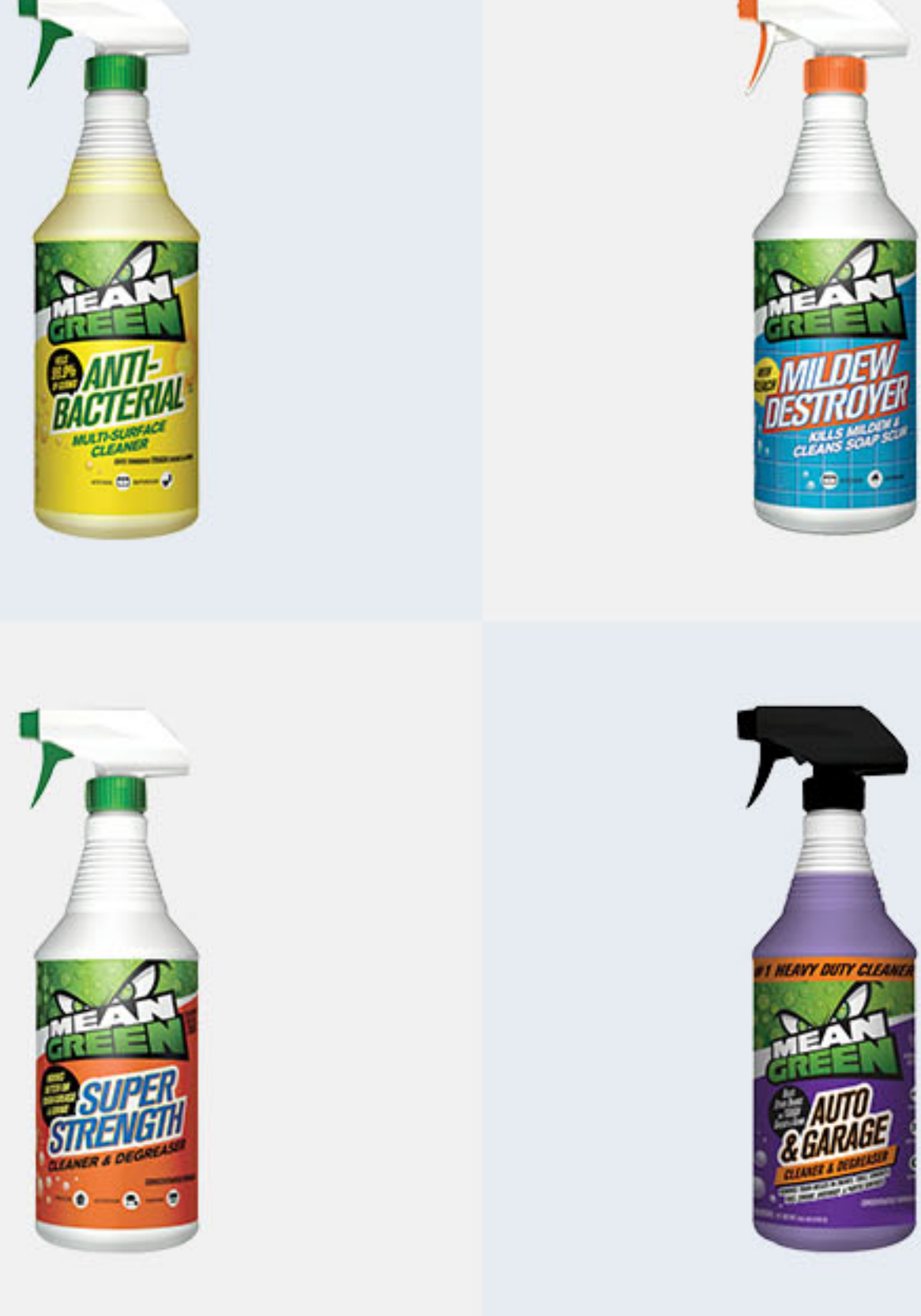
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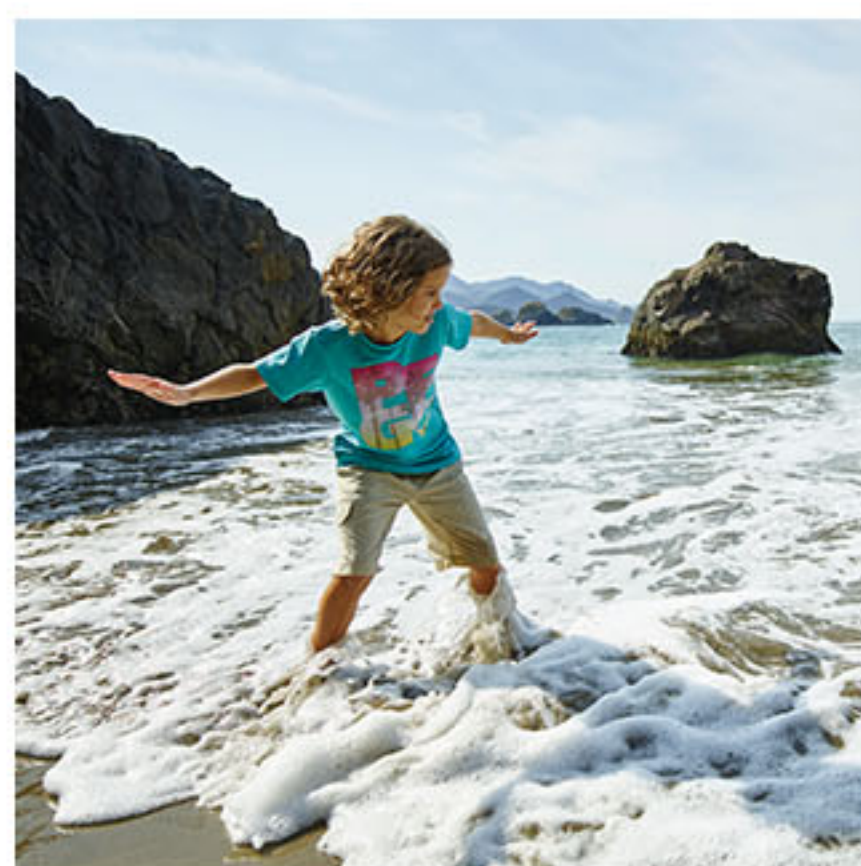
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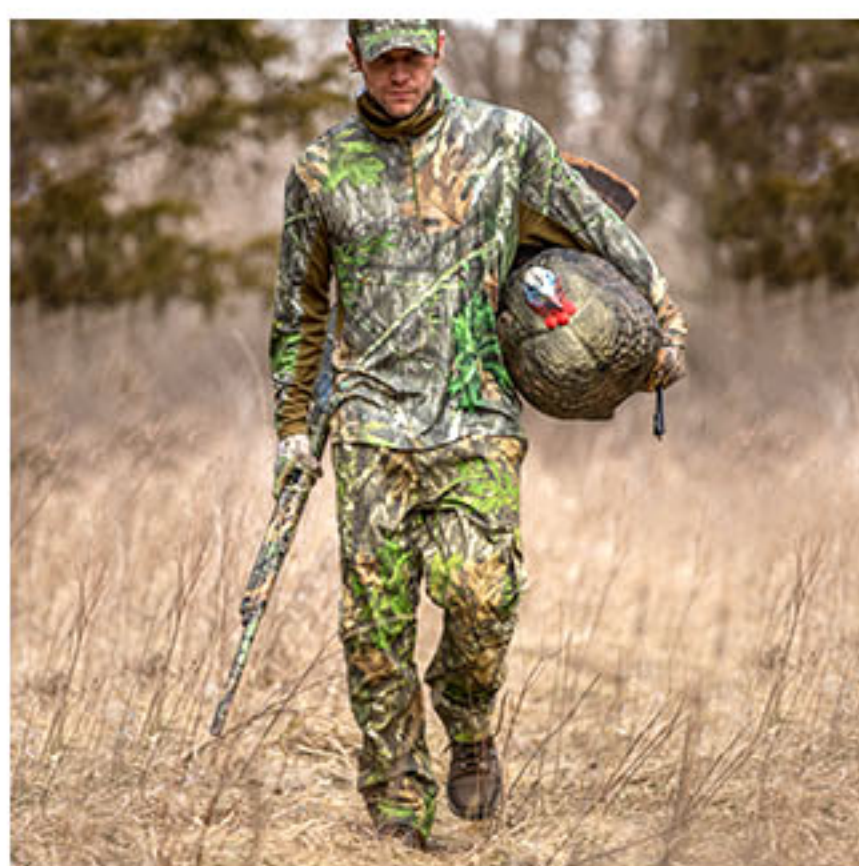
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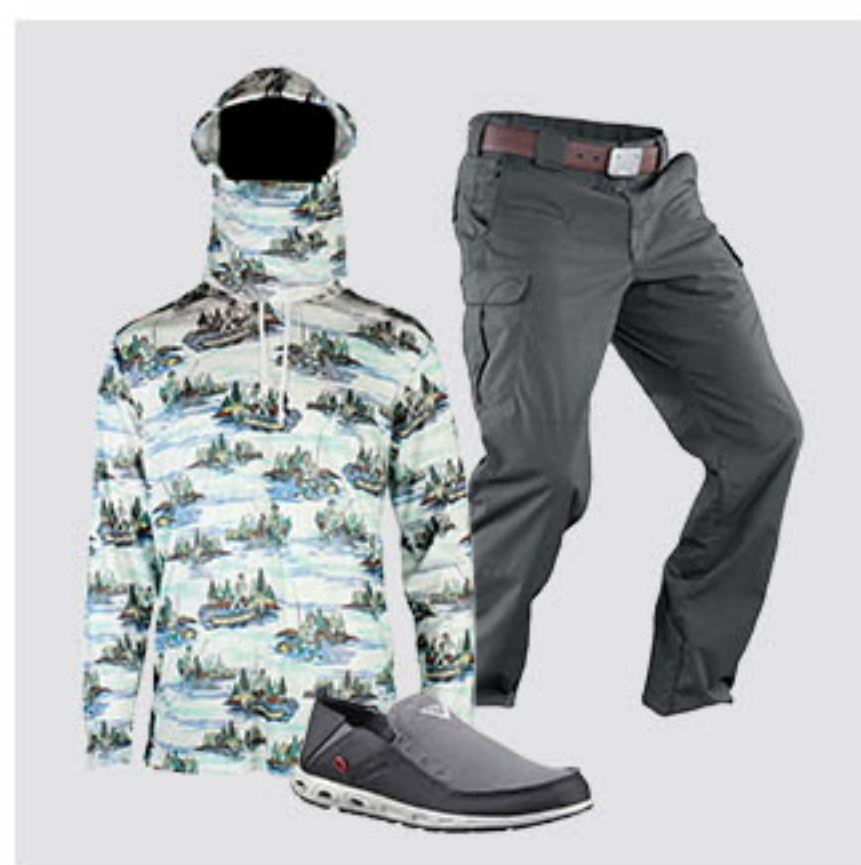
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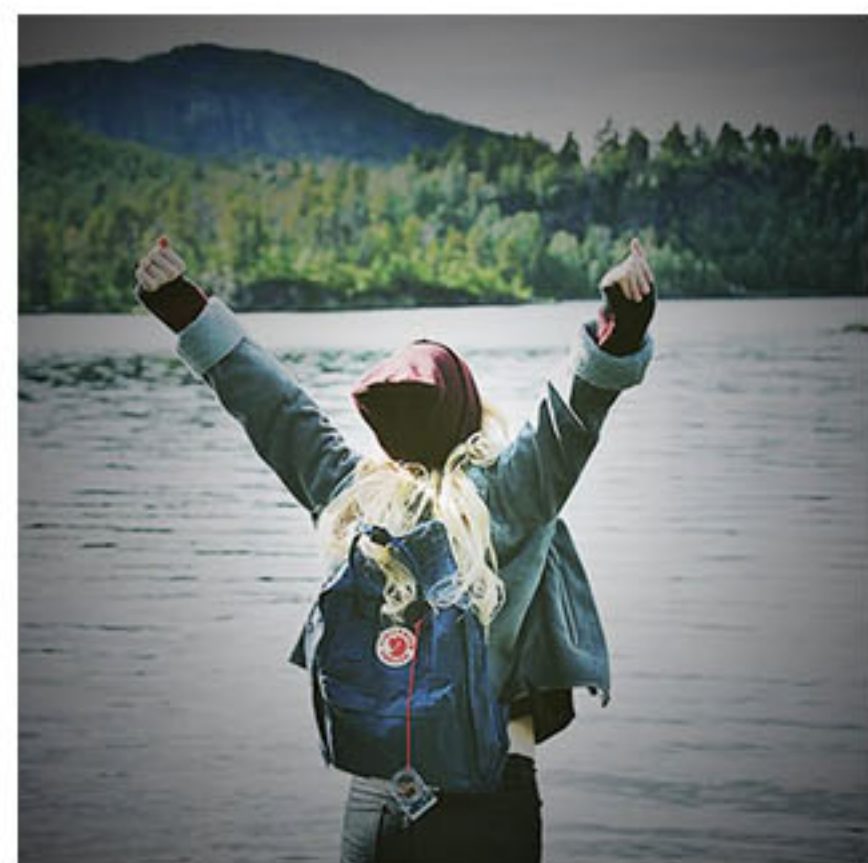


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