



## It's Okay to Need Help

**Take care of your mental health to cope with what life brings your way.**

If you struggle with thoughts or feelings that make it harder to get through your day, you're not alone. About half of people in the U.S. will experience a mental health concern at some point in their lives.<sup>1</sup>

Care from a mental health expert can help you manage your emotions and deal with challenges.

### **Mental health is just as important as physical health.**

Your health plan includes access to mental health care like therapy and medicines that might help. You and your family members can get support for issues such as:

- Depression
- Anxiety and panic attacks
- Substance use
- Attention deficit (ADHD/ADD)
- Autism
- Bipolar
- Eating disorders

### **Your journey is one-of-a-kind.**

Whether you need support to get through everyday life or a major crisis, seeking help is the first step to getting better.

Find a provider who can help get you where you want to be.

- 1. Go to [bcbsil.com](https://www.bcbsil.com).**
- 2. Then, click **Find Care**.**



## More Resources for Your Mental Wellbeing

### Digital Mental Health

Help for stress, anxiety, depression, sleep problems or substance use is just a click away. Confidential online programs are available through Learn to Live<sup>2</sup> at no added cost to you. Log in at [bcbsil.com](https://bcbsil.com), then go to **Wellness** to learn more.

### When you're ready, we're here.

**Taking the first step isn't easy. But you don't have to take it alone. If you're facing a mental health issue, we have experts who can help you learn about your condition and treatment options. Your personal health details won't be shared with your employer. We can also help you find a provider and understand your mental health benefits.**

**Don't be afraid to reach out — call the Customer Service or behavioral health number on the back of your member ID card.**

1. [cdc.gov/mentalhealth/learn/index.htm](https://cdc.gov/mentalhealth/learn/index.htm)

2. Learn to Live provides educational behavioral health programs; members considering further medical treatment should consult with a physician.

The Behavioral Health program is available only to those members whose health plans include behavioral health benefits through Blue Cross and Blue Shield of Illinois. Check your benefit booklet, ask your group administrator or call the Customer Service number on the back of your member ID card to verify that you have these services. Member communications and information from the program are not meant to replace the advice of health care professionals. Members are encouraged to seek the advice of their doctors or behavioral health specialist to discuss their health care needs. Decisions regarding course and place of treatment remain with the member and his or her health care providers.

Learn to Live, Inc. is an independent company that provides online behavioral health programs and tools for members with coverage through Blue Cross and Blue Shield of Illinois. BCBSIL makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

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BlueCross BlueShield  
of Illinois

Provided by  Hinge Health



# Conquer back or joint pain without drugs or surgery

As a member of Blue Cross and Blue Shield of Illinois, you get access to a new innovative digital program for chronic **back, knee, hip, shoulder, and neck pain** at **no cost to you**. This program, provided by Hinge Health, includes:

- A tablet computer and wearable sensors
- Unlimited 1-on-1 health coaching
- Personalized exercise therapy

**Over 30,000** participants have enrolled in their programs so far, and cut their pain by over 60%!\*

Questions? Call the number on the back of your member ID card.

Hinge Health is an independent company that provides an online musculoskeletal program for Blue Cross and Blue Shield of Illinois. Hinge Health is solely responsible for the products and services that it provides.

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\*Source: Hinge Health 2017-2019 Outcomes Analysis



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Coming soon! To learn more visit:  
**HINGEHEALTH.COM**



## Retrain Your Brain

See how much better life can feel with digital mental health programs from Learn to Live.<sup>1</sup>

More than half of people will struggle with a mental health concern at some point in their lives.<sup>2</sup> But you can learn new skills to break old patterns that may be holding you back. Digital mental health programs from Learn to Live can help you get your mental health on track so you can feel better and enjoy life more.

### Find out where you may need support

An online assessment helps pinpoint the right programs for you, such as:

- Stress, anxiety and worry
- Depression
- Insomnia
- Social anxiety
- Substance use

# Get a mental health tune-up — online



## Learn to adjust unhelpful thoughts and control your moods

Explore quick and easy lessons whenever it fits your schedule. A little homework between sessions helps you keep up your progress. Activities are based on therapy techniques with a track record of helping people get better.



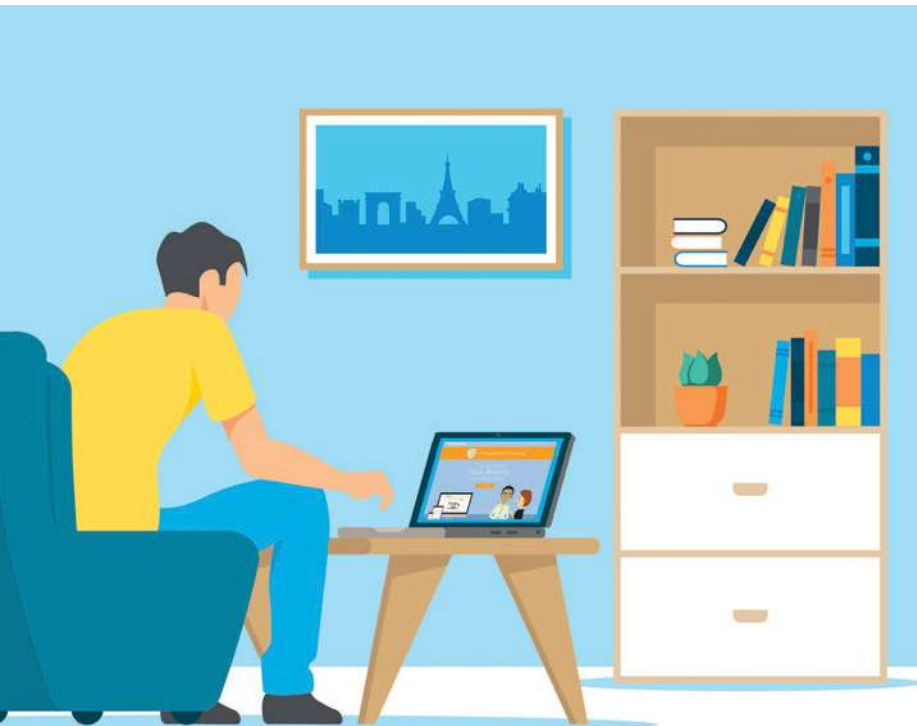
## An expert coach can guide you

If you need one-on-one support to reach your goals, connect with a coach by phone, text or email. They'll lift you up, cheer you on and help you master your new skills.



## Your personal details are private

Just like with face-to-face therapy, your personal results, program progress and messages with your coach will not be shared with your employer.



Check out the programs included at no added cost through your Blue Cross and Blue Shield of Illinois plan:

1. Log in at [bcbsil.com](https://www.bcbsil.com).
2. Click **Wellness**.
3. Choose **Digital Mental Health**.

1. Learn to Live provides educational behavioral health programs; members considering further medical treatment should consult with a physician.

2. <https://www.cdc.gov/mentalhealth/learn/index.htm>

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# The Simpler Way To a Healthier You

An advanced blood glucose meter and blood pressure monitor, plus the support you need, 100% paid for by your employer.



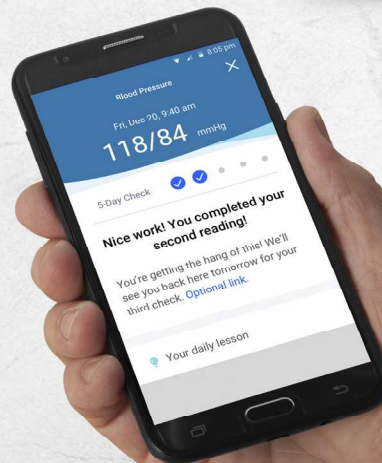
COST-FREE PROGRAMS



ADVANCED TECHNOLOGY



ENCOURAGING COACHING



## Diabetes Management

Unlimited strips & lancets  
Connected blood sugar meter  
Personalized insights & more

## Blood Pressure Management

One-on-one coaching  
Connected monitor  
Real-time tips & more

**GET  
STARTED**



Text **“GO WELL-BCBSIL”** to **85240** to learn more & join  
You can also join by visiting [get.livongo.com/WELL-BCBSIL/register](https://get.livongo.com/WELL-BCBSIL/register) or  
call **(800) 945-4355** and use registration code: **WELL-BCBSIL**

The program is provided to you and your family members with coverage through Blue Cross and Blue Shield of Illinois (BCBSIL).

### **Solamente el programa Livongo para Diabetes esta disponible en Español**

Al inscribirse, podrá configurar el idioma que prefiera para las comunicaciones provenientes del medidor y del programa. Para inscribirse en español, llame al (800) 945-4355 o visite [bienvenido.livongo.com/WELL-BCBSIL](https://bienvenido.livongo.com/WELL-BCBSIL).

Members must have primary insurance coverage through the Blue Cross and Blue Shield of Illinois plan offering the Livongo program.

Program includes trends and support on your secure Livongo account and mobile app but does not include a tablet or phone.



BlueCross BlueShield of Illinois



## Virtual Visits: **Speak with a doctor or therapist — anytime, anywhere**

With your virtual visits benefit, provided by Blue Cross and Blue Shield of Illinois (BCBSIL) and powered by MDLIVE, the doctor is in 24/7/365. You can see a doctor or behavioral health specialist without leaving the comfort of your own home.

Virtual visits allows you to consult an independently contracted, board-certified doctor or therapist for non-emergency situations by phone, mobile app or online video anytime, anywhere. Speak to a doctor or schedule an appointment at a time that works best for you.

Powered by  
**MDLIVE**

# Why virtual visits?

- 24/7 access to an independently contracted, board-certified MDLIVE doctor
- Access via phone, online video or mobile app from almost anywhere
- Average wait time of less than 20 minutes
- If needed, get a prescription sent to your local pharmacy

## MDLIVE doctors can treat a variety of non-emergency conditions, including:

- Allergies
- Anxiety
- Asthma
- Cold/flu
- Depression
- Ear infections (age 12+)
- Fever (age 3+)
- Headache
- Insect bites
- Nausea
- Pink eye
- Rash
- Sinus Infections
- Stress management
- And more



## Prepare for the Unexpected— Activate Your MDLIVE Account Now!

There is no charge to set up your account, but you may have a charge for your visit depending on your benefit plan.

Activate your account - pick the way that is easiest for you:

- Call MDLIVE at 888-676-4204
- Go to [MDLIVE.com/BCBSIL](https://MDLIVE.com/BCBSIL)
- Text BCBSIL to 635-483
- Download the MDLIVE app

## Virtual visits doctors may also send an e-prescription to your local pharmacy if necessary.

Virtual visits may not be available on all plans. Virtual visits are subject to the terms and conditions of your benefit plan, including benefits, limitations and exclusions. Non-emergency medical service in Montana and New Mexico is limited to interactive audio/video (video only). Non-emergency medical service in Arkansas and Idaho is limited to interactive audio/video (video only) for initial consultation. Service availability depends on location at the time of consultation.

MDLIVE, a separate company, operates and administers the virtual visit program for Blue Cross and Blue Shield of Illinois and is solely responsible for its operations and that of its contracted providers.

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# Go Ahead. Make Your Day!

## Use Your Health and Wellness Programs to Help You Live Better

Taking one, small, first step can set you on a path to better health throughout your life. Whether you need support for a specific health issue or you're looking to boost your overall wellbeing, you'll have help along the way. Here are a few things you can do with the tools included with your Blue Cross and Blue Shield of Illinois plan:

- Improve your mental health with digital programs for stress, depression, sleep problems and substance use
- Get help to manage your diabetes, high blood pressure or joint and spine pain
- Join a weight-loss program
- Download apps for support with fertility, pregnancy and parenting issues
- Talk with a nurse, any time, day or night
- Work with a coach or complete online programs to help reach your wellness goals
- Earn rewards for healthy activities
- Access a nationwide network of fitness centers\*



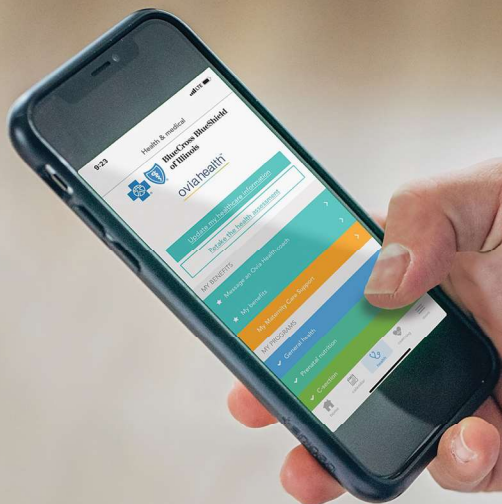
### Learn more about your health and wellness programs:

1. Go to [bcbsil.com](https://bcbsil.com).
2. Register for Blue Access for Members<sup>SM</sup>.
3. Click the Wellness tab.

These programs do not replace the care of a doctor. Talk to your doctor about any health questions or concerns.

\* Fees apply. Individuals must be at least 18 years old to purchase a membership. The Fitness Program is provided by Tivity Health<sup>TM</sup>, an independent contractor that administers the Prime Network of fitness centers. The Prime Network is made up of independently owned and operated fitness centers.

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# Prepare for Your Life-Changing Journey

## Women's and Family Health Pregnancy and Parenting Support

Whether you are pregnant or planning to get pregnant, you should prepare as much as you can. Blue Cross and Blue Shield of Illinois (BCBSIL) has tools to help you – at no extra cost to you.

- **Ovia Health™** apps are for tracking your cycle, pregnancy and baby's growth. The apps are available in English and Spanish\*, and provide videos, tips, coaching and more.
  - **Ovia Fertility:** Track your cycle and predict when you are more likely to get pregnant.
  - **Ovia Pregnancy:** Monitor your pregnancy and baby's growth week by week leading up to your baby's due date.
  - **Ovia Parenting:** Keep up with your child's growth and milestones from birth through three years old.
- **Well onTarget®** has self-guided courses about pregnancy that you can take online, covering topics such as healthy foods, body changes and labor.

Plus, if your pregnancy is high-risk, BCBSIL will provide support from maternity specialists to help you care for yourself and your baby. Having a baby changes everything, so use these tools to help you get ready.



Download any of the Ovia Health apps from the Apple App Store or Google Play. During sign-up, make sure to choose "I have Ovia Health as a benefit." Then select BCBSIL as your health plan and enter your employer name (optional). Also, visit [wellontarget.com](https://wellontarget.com) to explore our online courses.

Please call **888-421-7781** if you have questions or want to learn more.

†Ovia Health is an independent company that provides maternity and family benefits solutions for Blue Cross and Blue Shield of Illinois.

\*To access the Spanish version of the Ovia Fertility, Ovia Pregnancy and Ovia Parenting apps, you must select "Español" as the language preference in your mobile phone or device settings.



## Ovia & Autism Spectrum Disorder (ASD)

**Because all children deserve to thrive.**

Ovia Health™ is here to support you, whether your child has been diagnosed with an Autism Spectrum Disorder (ASD) or you are looking out for potential indicators. Neurological diversity is part of what makes each child a unique part of your family.

The Ovia™ Parenting app is included in your health plan benefits, offered through Blue Cross and Blue Shield of Illinois (BCBSIL).

1. Center for Disease Control and Prevention, "Data & Statistics on Autism Spectrum Disorder".

## ASD awareness & support in Ovia Parenting

**1 in 54 children is diagnosed with an autism spectrum disorder.** Ovia's ASD awareness program helps parents look out for signs of developmental delays and other learning differences, while Ovia's ASD support program helps empower and support parents of young children with an ASD.

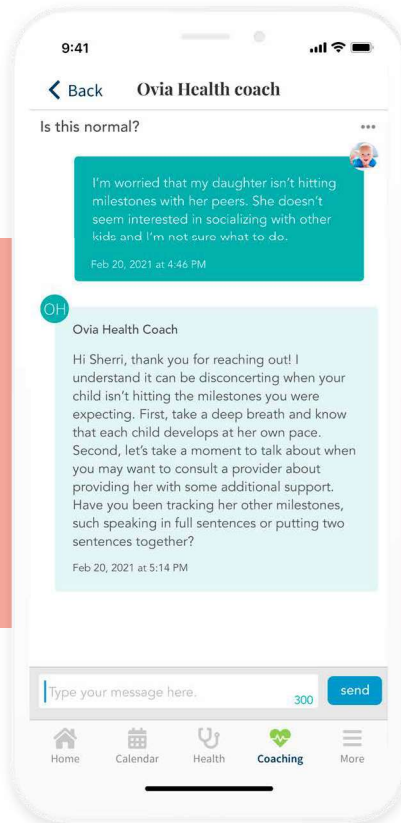
Both programs allow you as a parent to engage with educational information, track your child's milestones, and receive conversation guides to best prepare you to speak with healthcare providers about developmental delays and ASD.

Finally, Ovia's health coaches are available to provide empathetic support and guidance, including referring you to additional mental health resources or accessing helpful benefits.

Self-advocacy guides to help you talk to healthcare providers



Unlimited 1-on-1 coaching with family health specialists



Help for navigating ASD services from Early Intervention to the public school system



**Download Ovia Parenting on your smartphone to enroll in an ASD program.**

Contact BCBSIL for more information regarding additional autism services available as part of your health plan benefits.

# navigate the formula shortage with personalized support from Ovia Health™

The formula shortage has been a stressful and traumatic experience for parents. If you are struggling to navigate this uncharted territory, Ovia's team of experts can help.

## Download the Ovia™ Parenting App to connect with an expert today and receive 1:1 guidance on:

- How to select alternative formulas when a family's preferred formula is not available
- Where to purchase formula, including online forums that have been created specifically due to the shortage
- American Academy of Pediatrics (AAP) guidance on what to do when there is a total lack of infant formula and alternative options depending on the age of your baby
- Emotional and/or lactation support unique to each family's feeding journey

## To start receiving support:

1. Go to your phone's app store and download Ovia Parenting
2. Select "I have Ovia Health as a benefit" during signup
3. Enter your health plan and employer name (optional)
4. Explore Ovia Health!

## Already have an Ovia app on your phone?

1. Open the "more" menu
2. Tap "My healthcare info"
3. Enter your health plan and employer name (optional)



 ovia™ parenting

[www.oviahealth.com](http://www.oviahealth.com)



# access your maternity and family benefits

Ovia Health™ provides maternity and family apps to support you through your entire parenthood journey. These apps are included in your health plan benefits, offered through Blue Cross and Blue Shield of Illinois (BCBSIL).

## Follow these easy steps to download Ovia and launch your account:

**1** Download the app that's right for you



Ovia® Fertility

Health & Fertility



Ovia® Pregnancy

Pregnancy & Postpartum



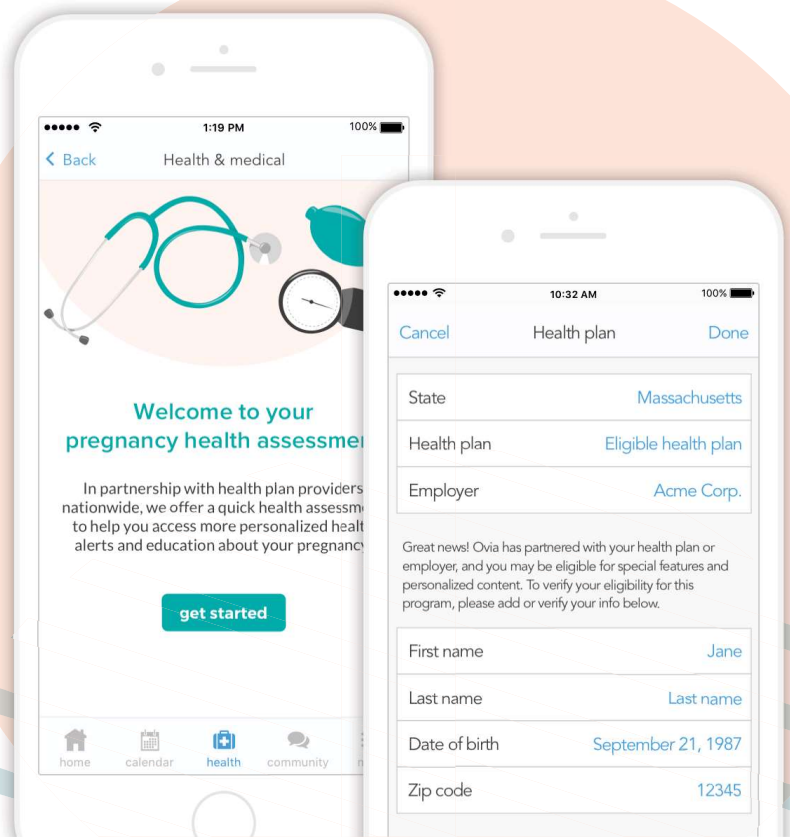
Ovia™ Parenting

Family & Working Parents

**2** When signing up, choose “I have Ovia Health as a benefit” before tapping “Sign up” and make sure to select **BCBSIL** as your health plan and enter your employer name (optional).

**3** Already have an Ovia app on your phone?

1. Open your app and tap “Health” to take the Ovia Health Assessment
2. Tap “Update my healthcare information” and select **BCBSIL** as your health plan and enter your employer name (optional).



**If you do not indicate BCBSIL as your health plan, you'll only be able to access some of the features available to you:**

- ✓ Health and menstrual cycle tracker
- ✓ Pregnancy calendar & daily baby updates
- ✓ Child's development checklist
- ✓ Daily health and wellness content
- ✓ Data & symptom feedback



**With Ovia Health, you'll have access to enhanced, personalized health and wellness features:**



**Health assessment and symptom tracking**

Receive alerts and predictive, personal coaching when Ovia detects a potential medical issue



**Over fifty physician-developed clinical programs to help you be as healthy as possible**

Engage with personalized health and wellness programs to help you navigate infertility, sexual health, birth planning, preterm delivery, mental health, breastfeeding, and more



**Unlimited 1-on-1 coaching**

Message instantly or schedule a phone call with Registered Nurse health coaches to ask all your questions



**Career and return-to-work programs**

Find coaching and career advice for preparing for maternity leave, returning to work, and being a working parent



# pride at ovia

because we  love

Ovia Health™ apps provide personalized LGBTQ+ support throughout your journey to parenthood and are included in your health plan benefits, offered through Blue Cross and Blue Shield of Illinois (BCBSIL).

## With Ovia Health, you'll have access to:

- Unlimited inclusive support via Ovia's in-house health coaches
- Adoption resources
- Surrogacy support
- Personalized content based on your unique goals
- Parental wellbeing & mental health support

Ovia™ Parenting supports single parents, co-parents, and multiple caregivers with shared accounts and so that everyone can stay involved.

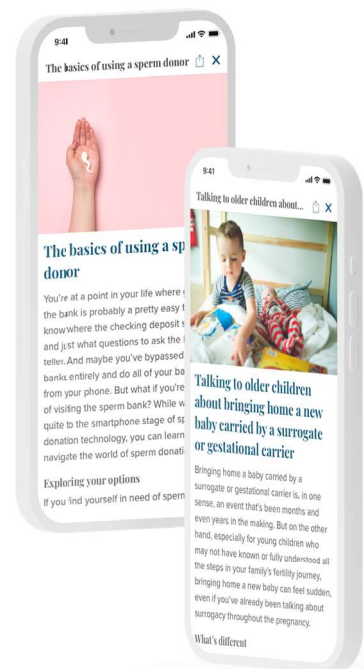
Ovia® Fertility, Ovia® Pregnancy, and Ovia Parenting are available to you at no cost.

Download Ovia apps on your smartphone, indicate that you have Ovia Health as a benefit, and enter your health plan and employer info (optional) for full access to your family planning benefits!

 ovia® fertility

 ovia® pregnancy

 ovia® parenting







# your pregnancy partner

Maternity app to support your entire pregnancy journey — included in your health plan benefits, offered through Blue Cross and Blue Shield of Illinois (BCBSIL)

- ✓ Watch your **baby grow week by week**
- ✓ Read **daily personalized** articles & tips
- ✓ Look up **food and medication safety**
- ✓ Watch **supportive weekly videos** about your pregnancy
- ✓ Learn about your **health plan benefits**



## features



Weekly baby size comparisons and development summaries



Return-to-work planning tools and career support



Health tracking: symptoms, moods, activity, medication, and more!



50+ physician-developed health and career programs



Instant feedback on your symptoms and alerts when Ovia detects a potential medical issue



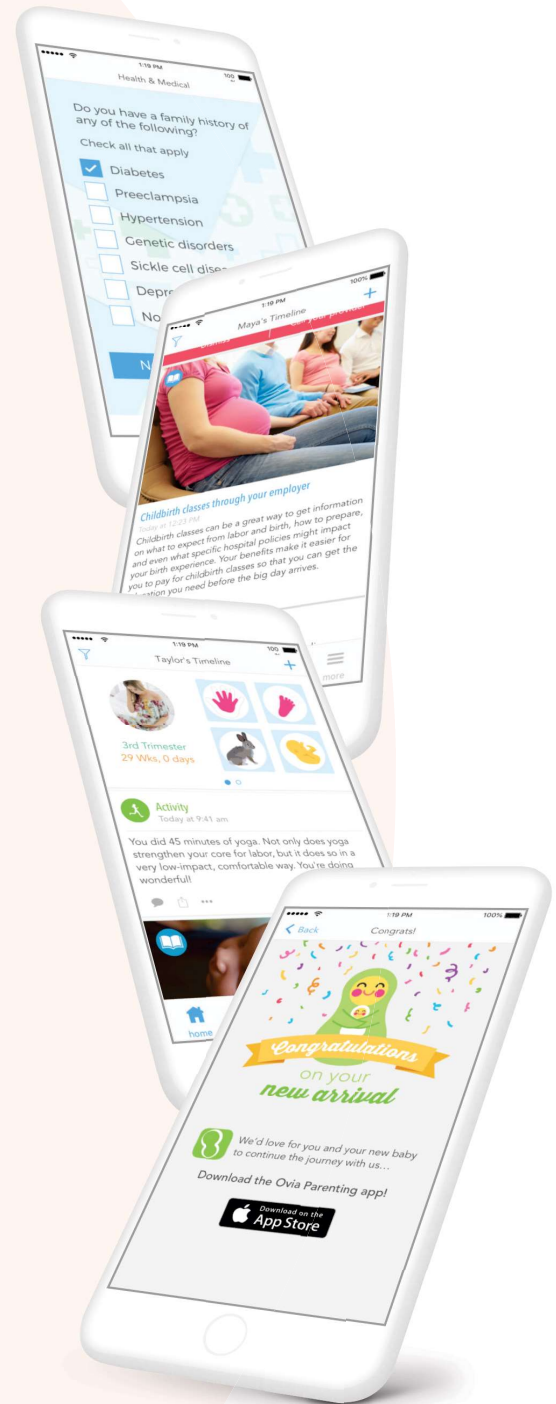
Unlimited in-app coaching and telephonic support

# your Ovia Pregnancy journey



- Sign up for **Ovia® Pregnancy** (make sure to select BCBSIL as your health plan and enter your employer name [optional] to get full access!)
- Take the **Ovia Health™ Assessment** and **enroll in health programs** tailored to your results
- Read **personalized articles** about your pregnancy and your relevant employer benefits
- Receive **instant feedback** on your health data and get **support from your Registered Nurse health coach** via in-app messaging and scheduled telephone calls
- Watch baby grow and learn about their **daily and weekly development**
- **Count down until the big day!** (and get ready for the move to Ovia Parenting)

Download Ovia Pregnancy on your smartphone, indicate that you have Ovia Health as a benefit, and enter your health plan and employer information (optional) for full access to your health and maternity benefits!





# support for surrogacy & adoption

**Ovia provides robust support for all methods of family building and is included in your health plan benefits, offered through Blue Cross and Blue Shield of Illinois (BCBSIL).**

If you're interested in pursuing surrogacy or adoption as a path to parenthood, Ovia is available to help you unpack your options.

We provide helpful guidance at every step of the way as well as access to health coaches, who are available 7 days a week to answer your questions like:

- ? **What path is right for me?**  
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- ? **What is the difference between types of surrogacy?**  
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- ? **How do I take part in my surrogate's pregnancy?**  
-----
- ? **How do I introduce my child to their adopted sibling?**



## Surrogacy support

Each surrogacy journey is as unique as its family, which is why Ovia® Fertility's surrogacy program covers a wide array of topics to provide you with the information you need most.

If you have already conceived with a surrogate, Ovia® Pregnancy features education directly addressing the needs of your growing family, helping you follow along with your baby's development and bringing you closer to the process.

### We cover topics such as:

- Having an active role in a pregnancy through surrogacy
- Traditional vs gestational surrogacy
- Building a relationship with a surrogate or gestational carrier

Additionally, Ovia's health coaches are able to provide personalized, empathetic support and guidance for wherever you are in your journey.

## Adoption support

Ovia Health's adoption program spans your family health journey, from considering adoption, through the process itself, and into raising your family. This includes conversation guides, first-person perspectives, and educational guides around the concrete steps a family can take to ensure the most successful adoption process possible.

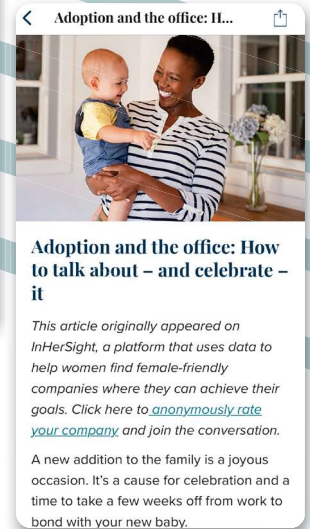
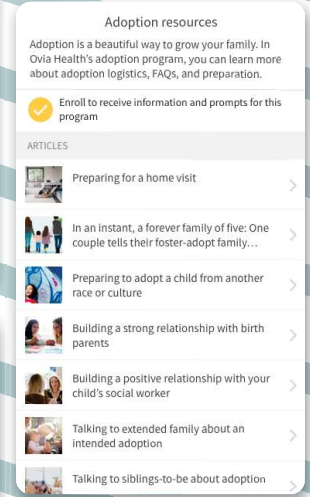
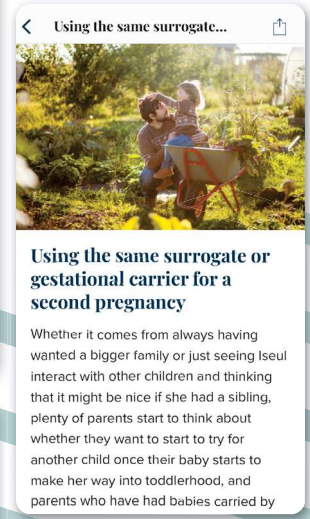
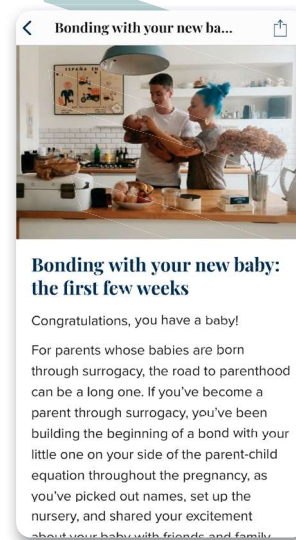
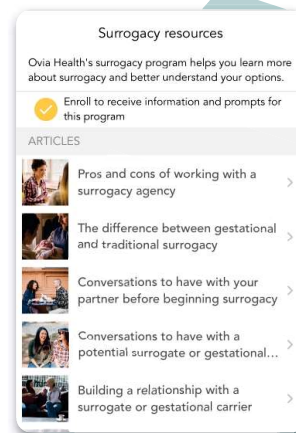
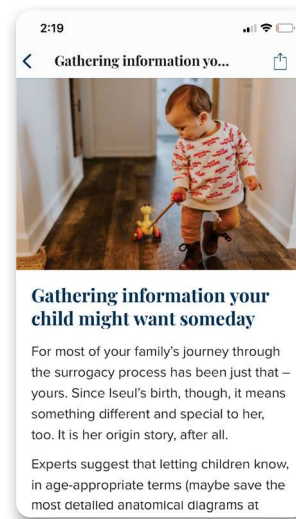
### We cover topics such as:

- Conversations to have with your partner before adopting
- Talking to siblings-to-be about adoption
- Preparing to adopt a child from another race or culture
- Preparing for your child's questions about their adoption
- Bonding with your new child
- Building new family traditions

Download Ovia apps on your smartphone, indicate that you have Ovia Health as a benefit, and enter your health plan and employer info (optional) for full access to your family planning benefits!



www.oviahealth.com



oviahealth™