

AmplifyHealth

More Help. Anytime you need it.
January 31, 2023





**NO MATTER
WHERE YOU ARE
IN YOUR HEALTH
JOURNEY, WE
ARE HERE FOR
YOU.**





TODAY'S AGENDA

- Discuss the benefits of AmplifyHealth
- Review the AmplifyHealth App
- Discuss Additional Programs Available

A person wearing a white lab coat is holding a smartphone in their hands. They are sitting at a desk with a laptop and a white cup. The background is slightly blurred, showing a window with blinds. The overall scene is dimly lit with a blue tint.

So, what is AmplifyHealth?

- AmplifyHealth is your health plan.
- It is customized to make sure you get the best care at a lower cost.
- Advisors are available 24/7, even before getting care.
- You'll need the AmplifyHealth app to access all of the features of your plan.

How can the AmplifyHealth Advisors help me?

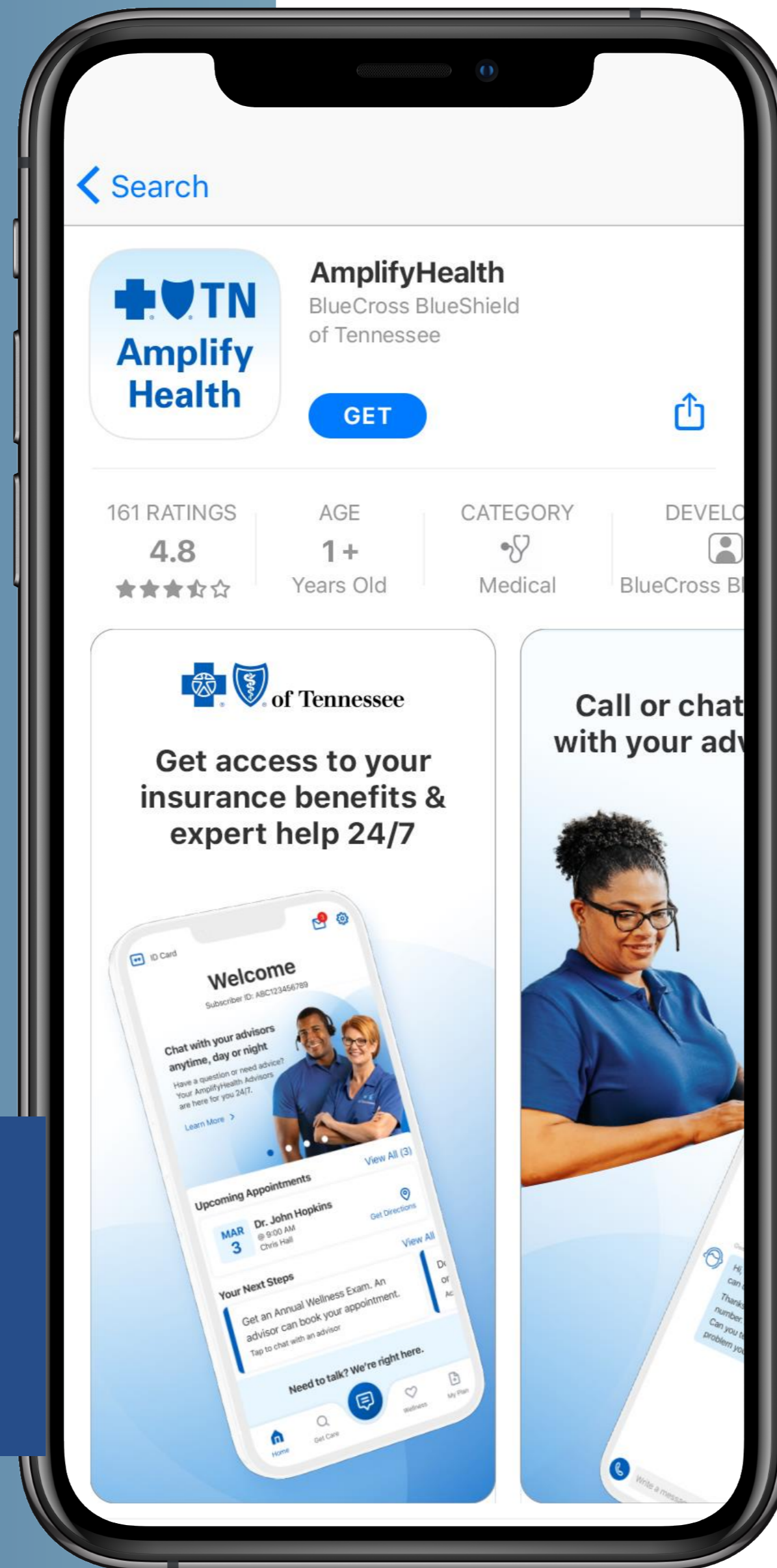
Your Advisors are your helping hand in health care, freeing you up to focus on living your life. Your advisors can assist you with:

- Finding providers near you
- Saving you money on health costs
- Checking on services that require precertification's
- Scheduling appointments for you
- Supporting your health needs & questions
- Recommending programs for healthy living



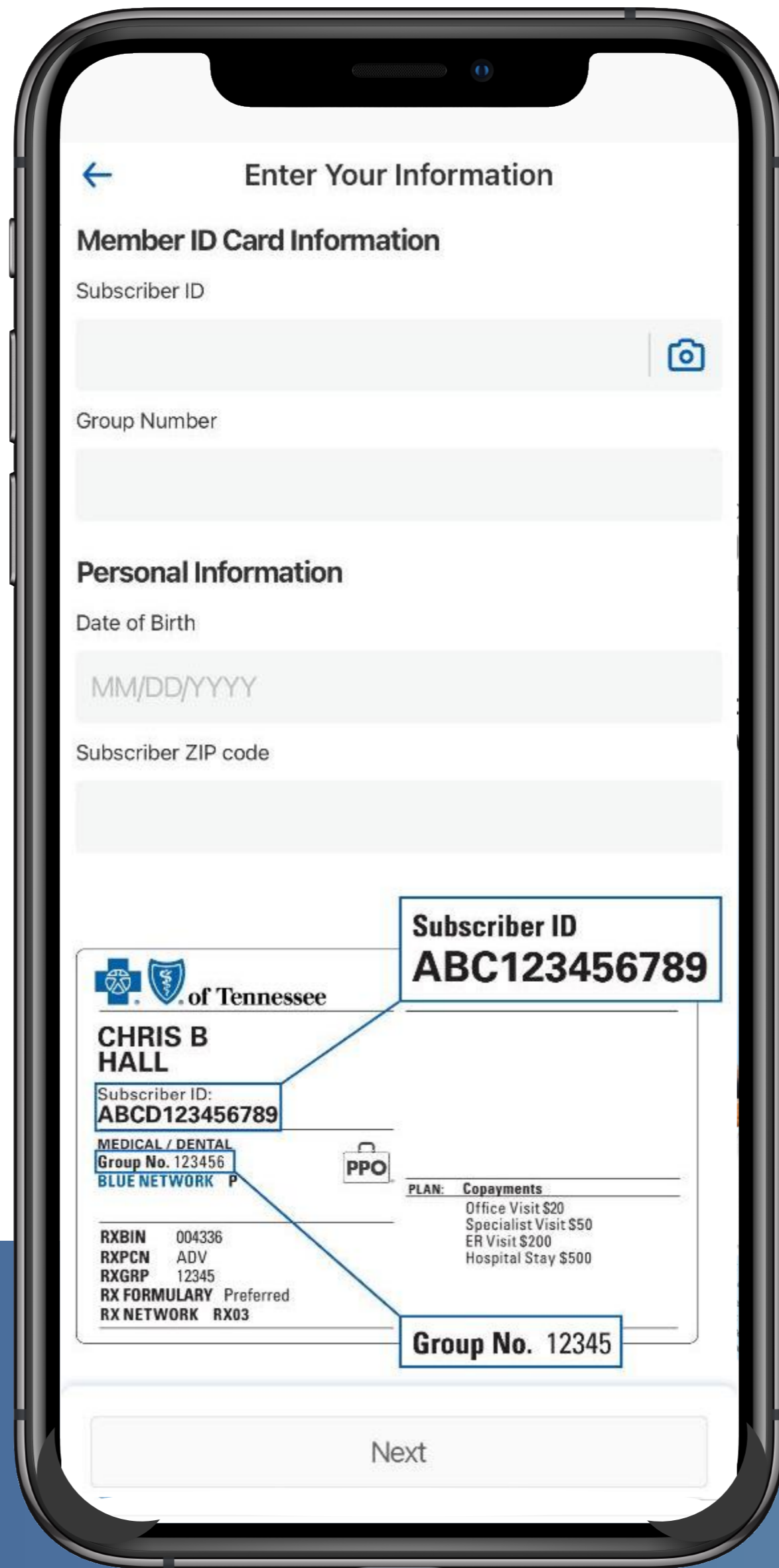
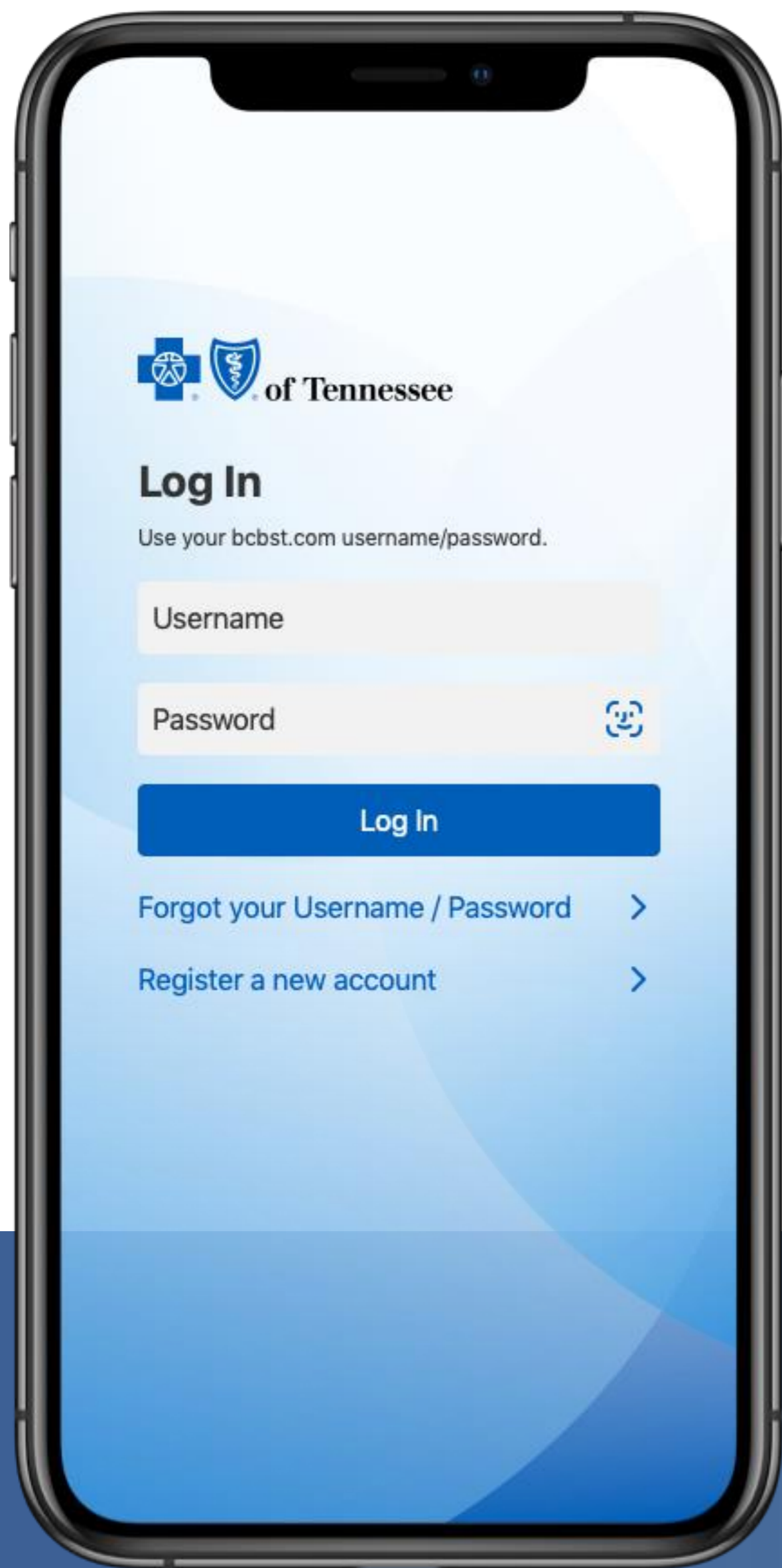
Now let's get started.

Also available on Google app store:



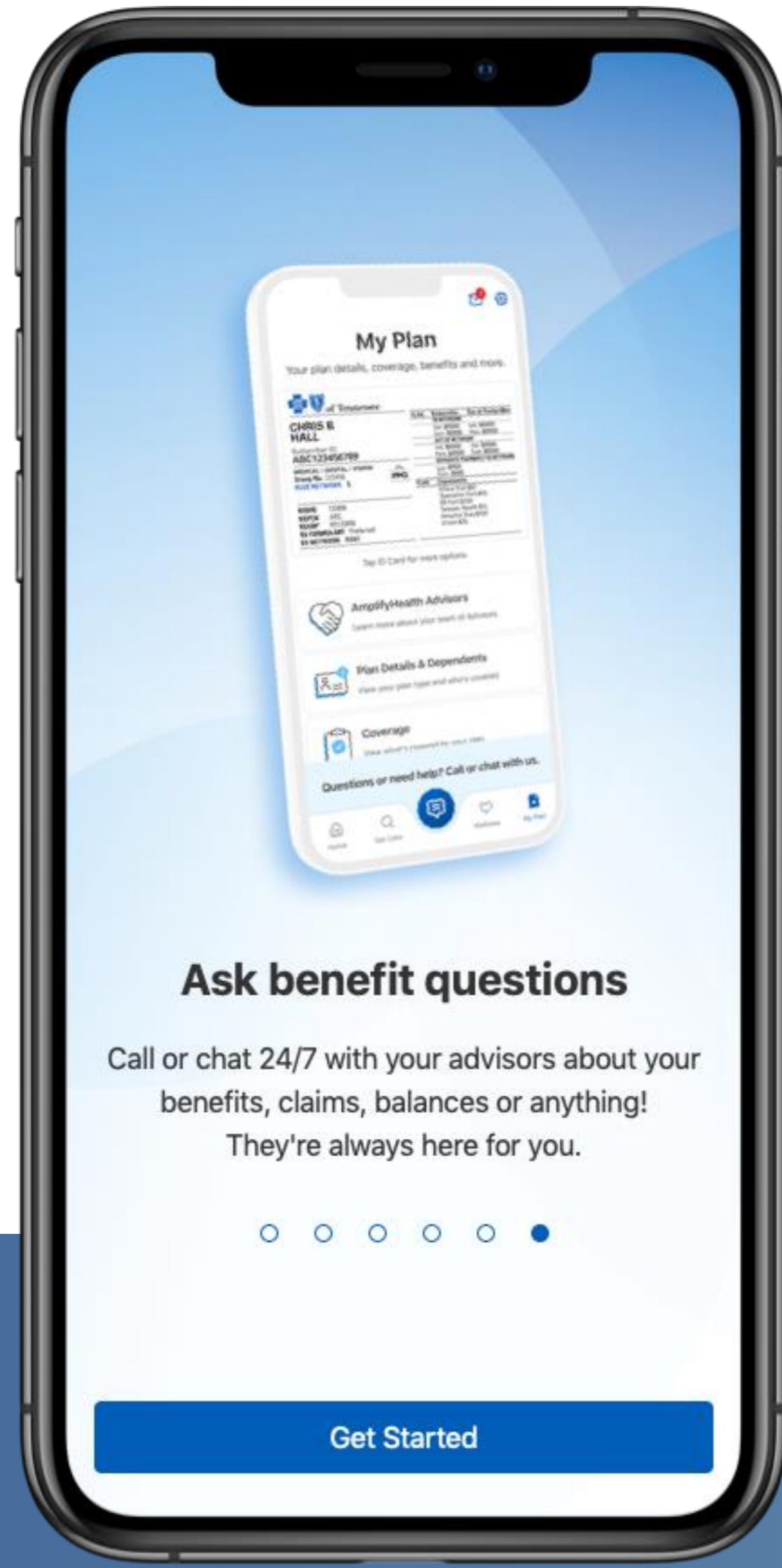
In order to start using your AmplifyHealth services, you'll need to download the app.

- Go to your app store on your mobile device or tablet or scan QR code if one is available.
- Search “AmplifyHealth” in the search bar.
- Once you see the app, click “Get”.
- Note: there is no charge to utilize this app. It is a free service provided by BCBST.



What's next?

- Once you download the app, you will be prompted to create an account.
- Click “Register a new account” .
- You will be asked to enter information on your member ID card.
- Once you have done that, you can hit “Next” to pick a username and password.



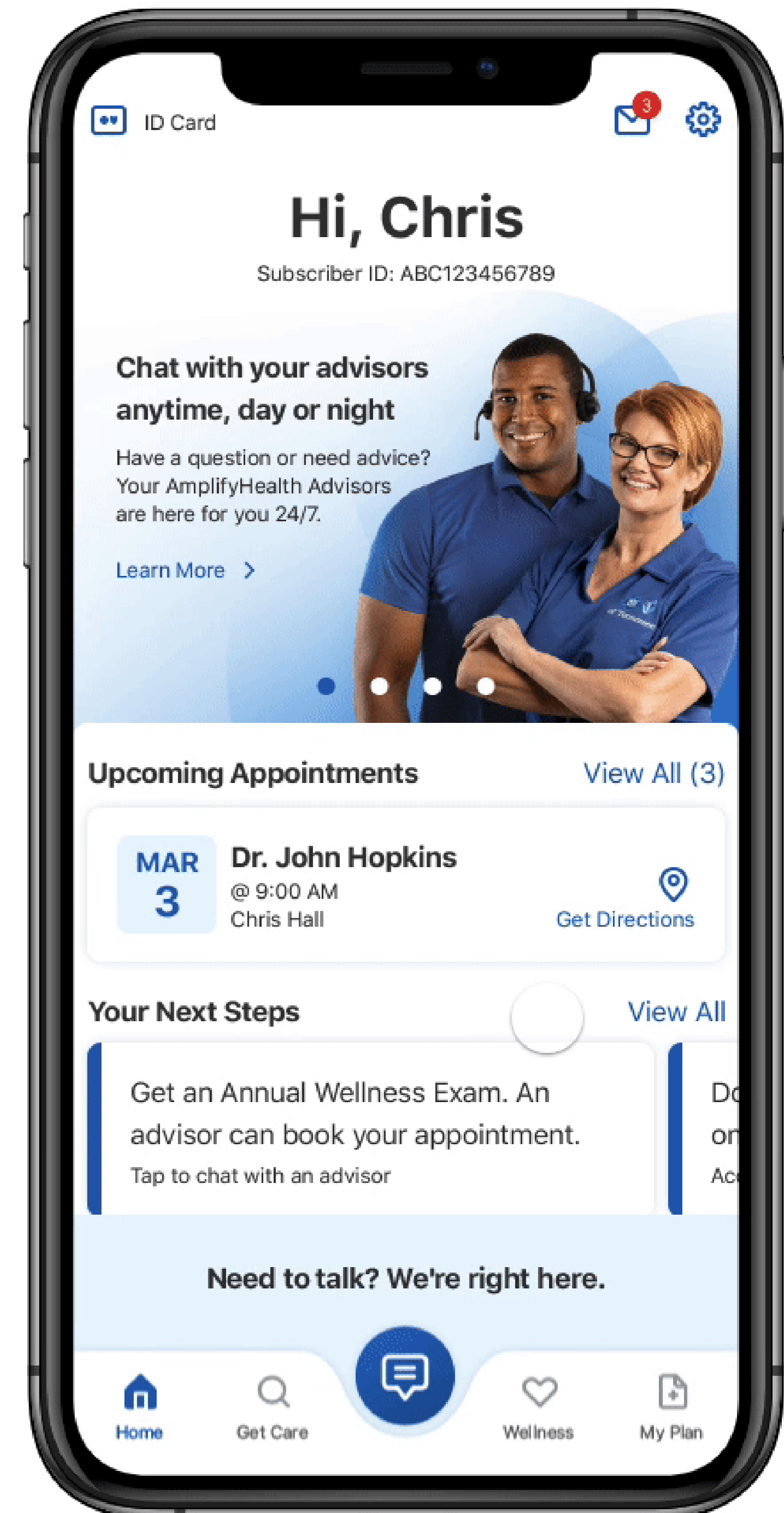
What's next?

- After you create a username and password, you will log into your account using those credentials.
- The first time you log on to your profile, you will see a series of onboarding screens that teach you about your new app.

Explore AmplifyHealth

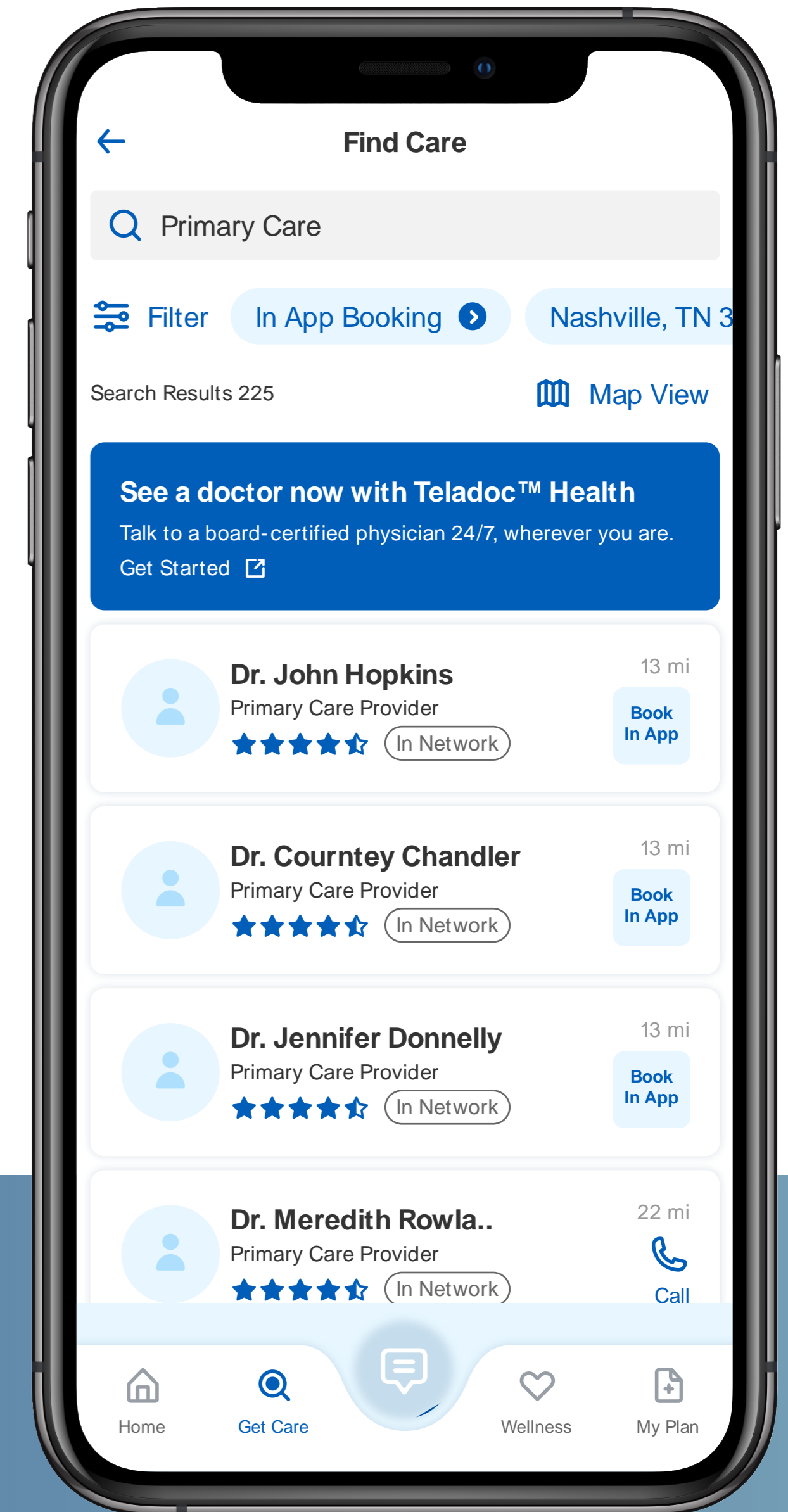
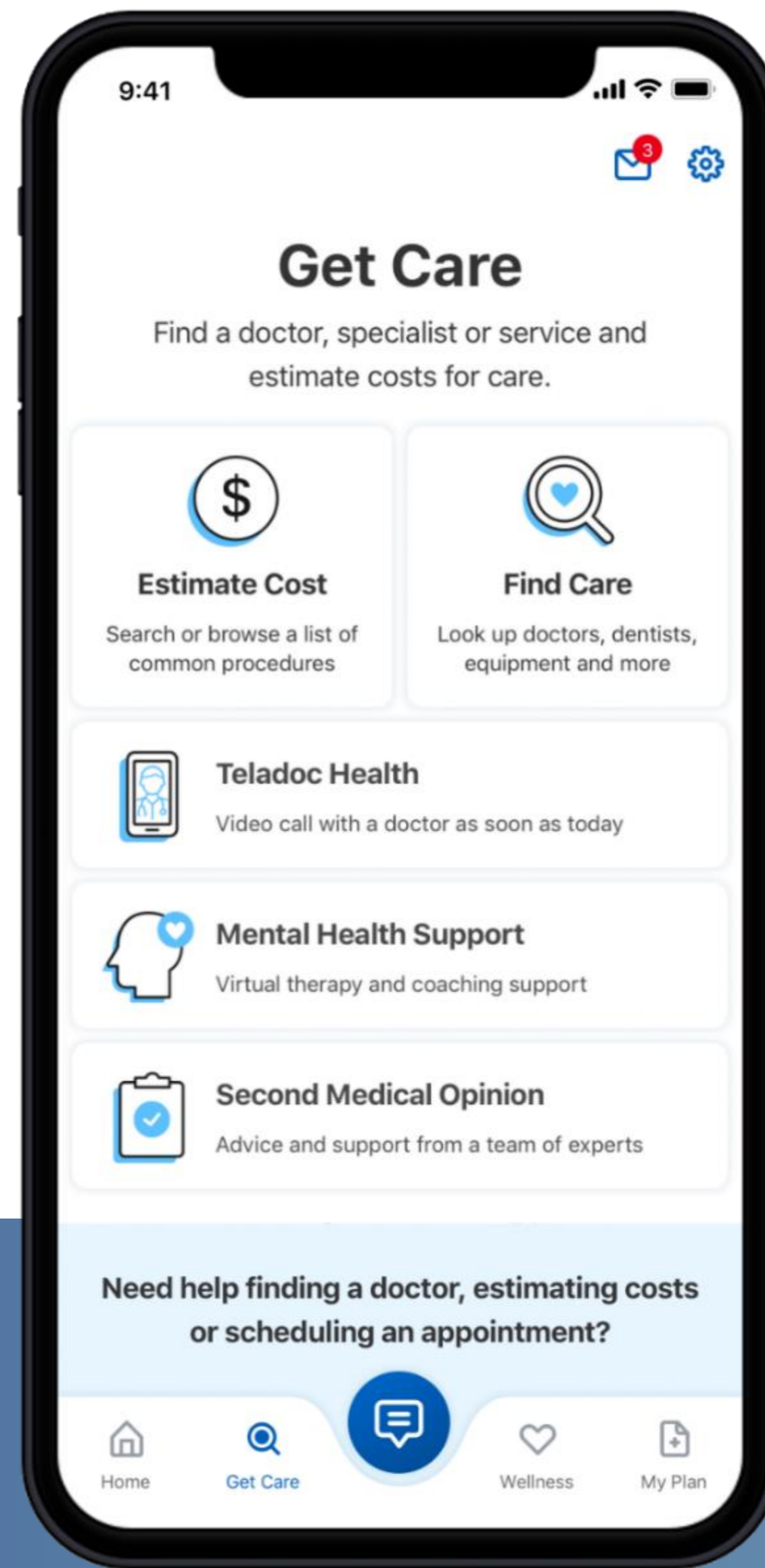
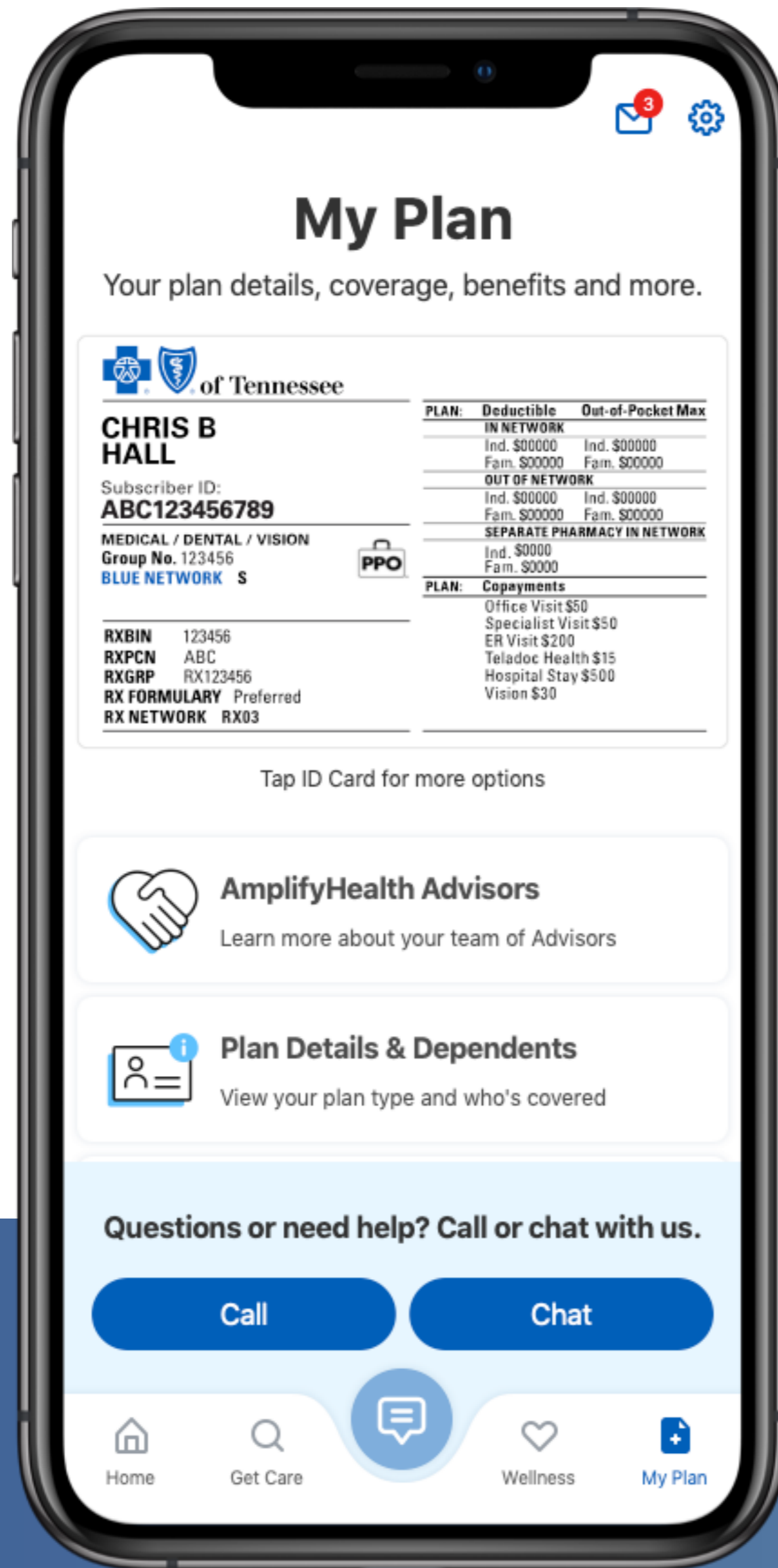
- When you have fully logged into your account, you can explore the following:
 - Your ID Card
 - Inbox- Your document center & notifications
 - Upcoming Appointments
 - Next steps for your health journey
 - Recent Claims
 - Providers near you
 - Chat / Call feature to contact your advisor

Your AmplifyHealth app is customized for you. It is here to help wherever you are in your health journey.



Explore AmplifyHealth

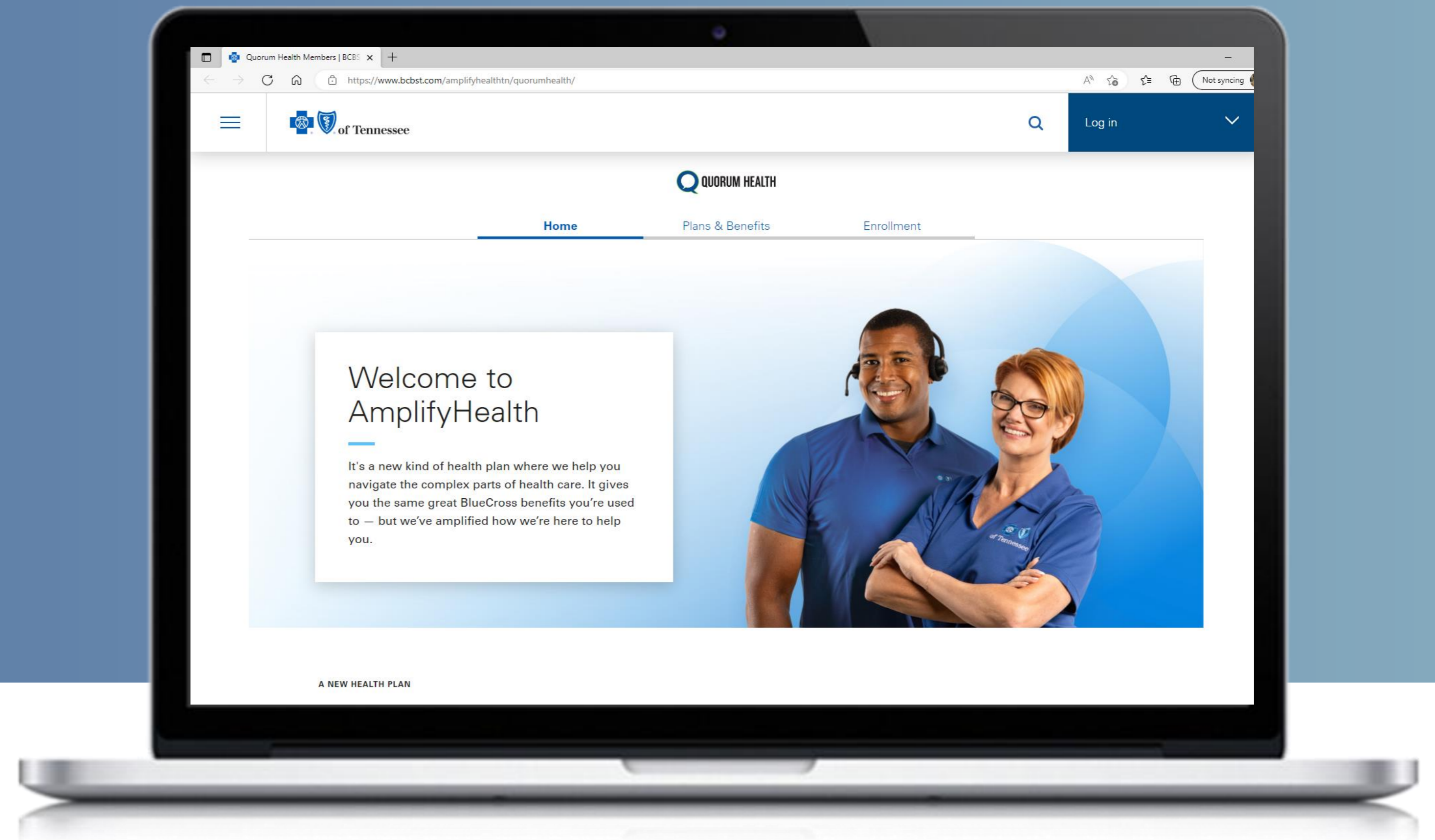
With just a few clicks you can go from viewing your coverage to talking to a doctor within minutes.



Bcbst.com/ quorumhealth

TOOLS TO MAXIMIZE
YOUR BENEFITS

- Streamlined access to claims, benefits, coverage details and balances
- Click-to-chat
- Provider Bill Pay
- HealthCare Cost Estimator and Find Care tools
- Member discounts

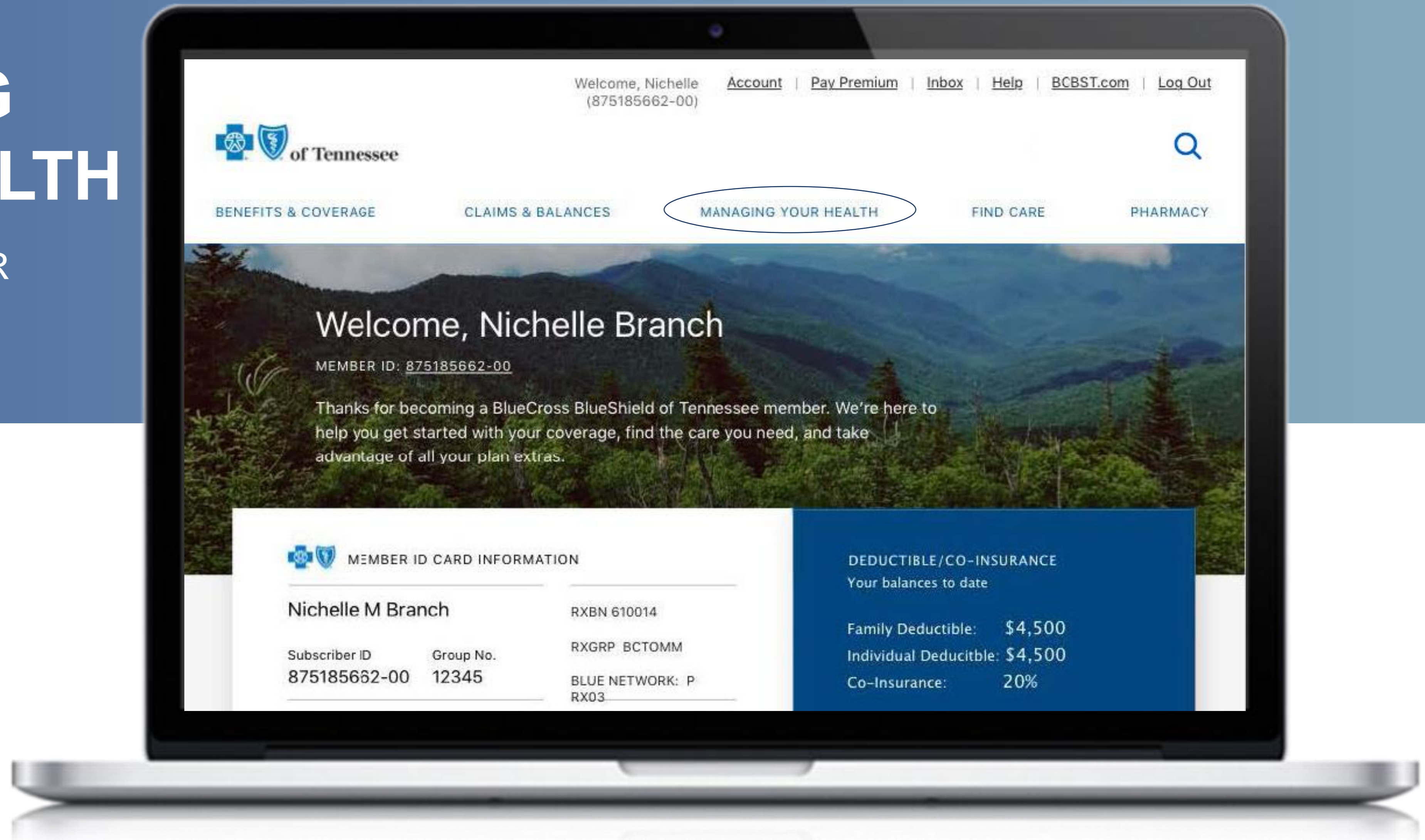


- Wellness program access
- Personalized alerts & document center
- Order replacement ID cards
- Integration with account balances

MANAGING YOUR HEALTH

THE HOME OF YOUR ONLINE WELLNESS RESOURCES

- Access to Member Wellness Center
- Quick links to additional BCBST Wellness Program
- Member Discounts



A woman with dark hair is shown in profile, looking towards the left. She is holding the hand of a young child who is also looking to the left. The scene is dimly lit, with a soft blue glow. The text 'AMPLIFYHEALTH WELLNESS RESOURCES' is overlaid in white, bold, uppercase letters on the left side of the image. A white horizontal line is positioned below the word 'RESOURCES'.

**AMPLIFYHEALTH
WELLNESS
RESOURCES**



MEMBER WELLNESS CENTER

Helping you keep up with your wellness program and find resources that can help you get and stay healthy

- Easy Access to secure portal via bcbst.com/quorumhealth or AmplifyHealth mobile app
- Customized Dashboard
- Access to complete Personal Health Assessment (PHA)
- Health trackers to monitor stress level, nutrition, weight, exercise and more
- Digital Self-Guided Programs
- Ability to sync nutrition apps, fitness devices, blood pressure cuffs and smart scales.
- Health Coaching for Tobacco Cessation Program participants

TELADOC HEALTH

TALK TO DOCTORS & THERAPISTS
ANYTIME YOU NEED THEM

Talk with a doctor or therapist using your phone,
online video chat, or the mobile app.



1. ACTIVATE

Sign up by phone, online, or download our app

2. SELECT

Choose from a large network of board-certified doctors

3. CONSULT

See a doctor anytime, anywhere

USE TELADOC FOR THINGS LIKE:

- Flu, Common Cold
- Cough
- Sinus Problems, Sinusitis
- Upper Respiratory Infections
- Pink Eye
- Bronchitis
- Nasal congestion
- Sore Throat
- Seasonal Allergies
- Arthritis
- Backache
- Rash, poison ivy
- Bug bites
- Food poisoning
- Sunburn

TELADOC HEALTH

TAKING THE EXTRA STEP TO
GIVE YOU MEDICAL CARE AT
THE TOUCH OF A BUTTON

**WHEN OTHER MEDICAL ISSUES ARISE, GET
TREATED IN A TIMELY & EFFECTIVE WAY**

- Outside of virtual urgent care needs, Teladoc Health gives you access to care for:
 - Psychology/Psychiatry
 - Dermatology
 - Back & Joint Care
 - Nutrition Counseling
- Work with a psychologists for mental health counseling & be prescribed a prescription if deemed appropriate.
- Dermatologists will diagnose and treat conditions based on medical need.
- You are given access to personalized plans developed by health coaches and/or registered dieticians to assist with joint pain and nutrition counseling.

CHRONIC CARE MANAGEMENT

DISEASE MANAGEMENT WITH A
WHOLE-PERSON APPROACH TO
PERSONALIZED SUPPORT &
GUIDANCE FOR INDIVIDUALS WITH
CHRONIC CONDITIONS

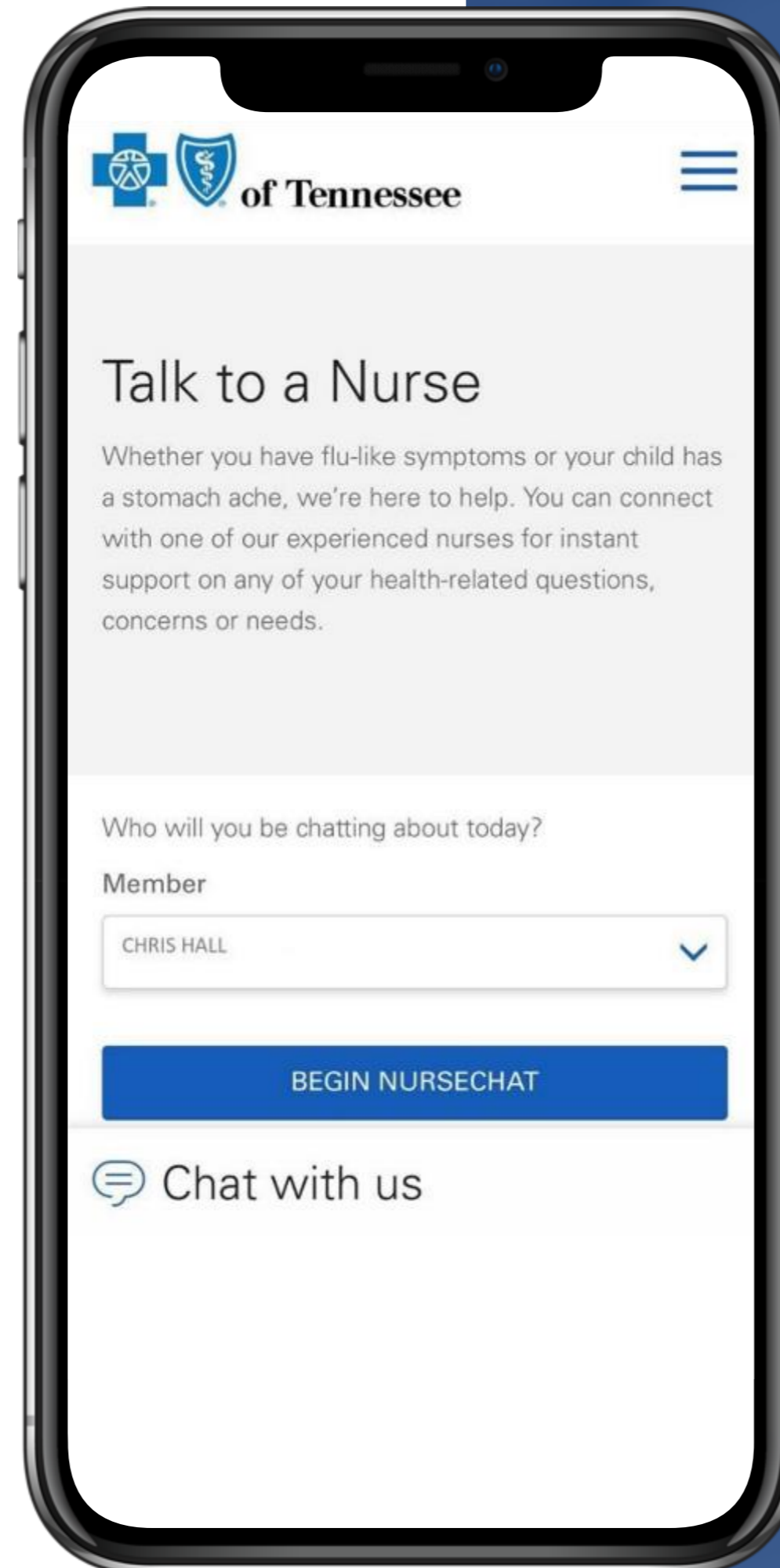
This program aims at helping you set and reach goals, make smarter health care decisions and communicate better with providers.

- Education on management of condition or diagnosis and what to expect from medical procedures
- Participation in the program via phone or app
- Get needed care for annual exams, screenings & lab work
- Help with setting goals for treatment and medication adherence
- Locate community resources and support
- Coordinate scheduling of needed services
- Refer to social worker or behavioral health services when appropriate
- Targeted conditions include:
 - Asthma
 - Chronic Obstructive Pulmonary Disease (COPD)
 - Congestive Heart Failure (CHF)
 - Coronary Artery Disease (CAD)
 - Depression
 - Diabetes

NURSELINE

GET ANSWERS 24/7 & BE DIRECTED TO APPROPRIATE CARE

Nurseline provides value and savings when by directing you to more cost-effective and appropriate care



- 24/7 access to a live person, never a callback system
- Secure access via phone, email or web chat
- Staffed by registered nurses licensed in all 50 states and D.C. with an average of 13 years of experience
- Nurses can:
 - Assess symptoms
 - Give general health information
 - Provide education and support
 - Help make decisions for members facing surgery or other treatments
- Integrated with Chronic Care Management (CCM)

HEALTHY MATERNITY

EDUCATE, EMPOWER
& SUPPORT
EXPECTANT MOTHERS



The ultimate goal of our program is to support a positive outcome both birth mother and baby.

- ♥ Self-enrolled program
- ♥ Confidential maternity health advice from registered nurse (RN) care managers with maternity experience
- ♥ Personalized one-on-one support
- ♥ Telephonic or digital participation
- ♥ Educational materials provided at each stage of pregnancy
- ♥ Online pregnancy resources that include videos, treatment of care and immunization schedules
- ♥ Breastfeeding support from a certified lactation counselor
- ♥ An electric breast pump (based on eligibility)
- ♥ Seamless integration into High Risk Maternity and Behavioral Health programs, if applicable

DIGITAL BEHAVIORAL HEALTH- ABLETO

OFFERS CUSTOMIZABLE SUPPORT
FOR YOU & YOUR FAMILY IF YOU
ARE NEEDING HELP WITH A
MENTAL HEALTH CONDITIONS

This program gives you app-based or online options depending on your health needs:

1-on-1 Virtual Therapy



Digital



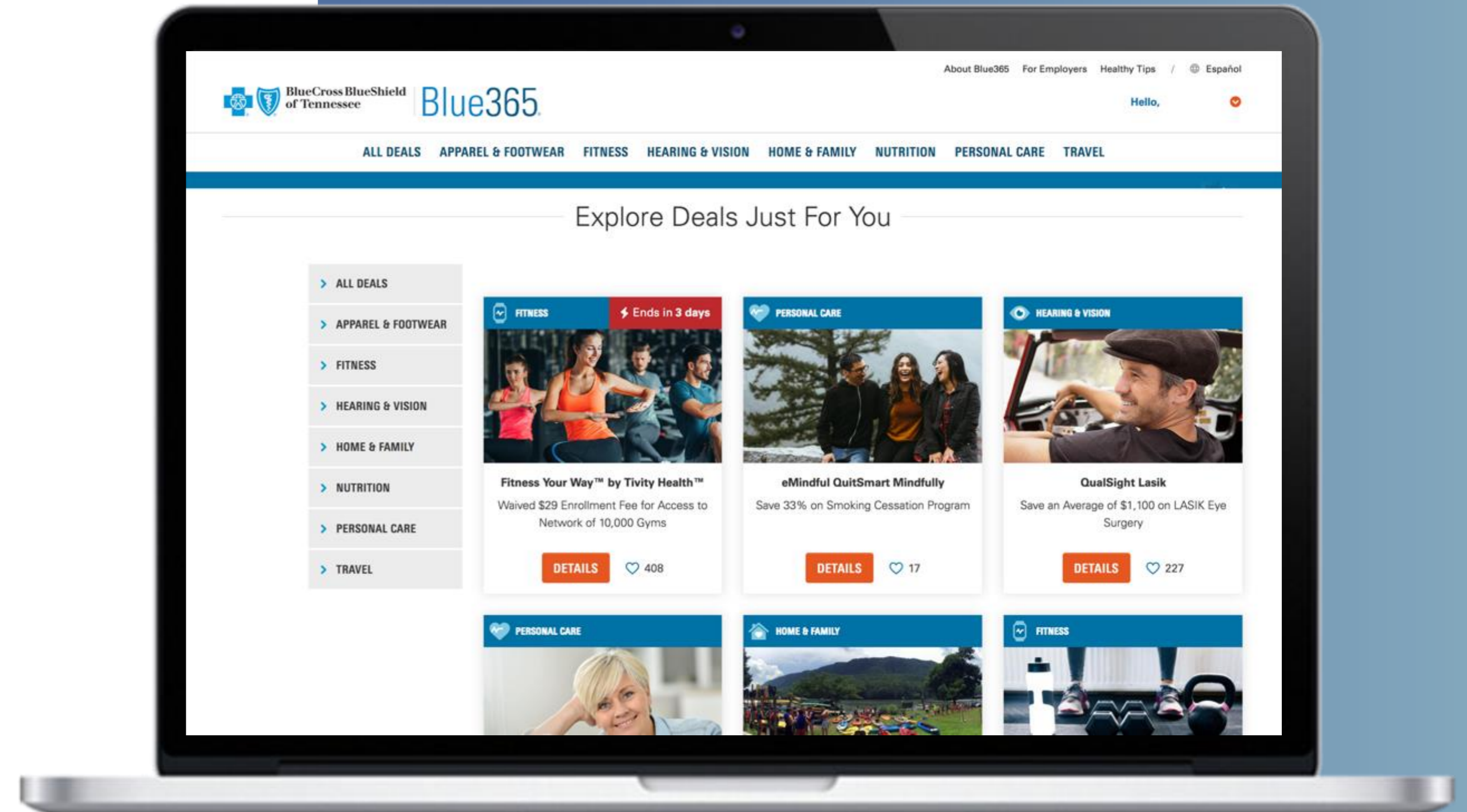
Therapist

For individuals who need help the guidance of a licensed therapist in conjunction with the ease and convenience of a digital tools to help manage anxiety and depression.

BLUE365[®] MEMBER DISCOUNTS

Offering exclusive health and wellness deals, keeping you healthy and happy, every day of the year.

- Available nationally as an additional value
- Offers discounts on products and services that promote a well-balanced lifestyle
- Discount Categories Include:
 - Financial Health
 - Fitness Equipment and Fitness Devices
 - Healthy Eating
 - Lifestyle: workout apparel
 - Personal care: hearing aids, vision
 - Wellness: vitamins/supplements
- Option for receive weekly and monthly emails





FITNESS YOUR WAY

ONE MEMBERSHIP, ONE MONTHLY FEE,
ACCESS TO 10,000 GYMS NATIONWIDE.

*Must be 18 years or older to participate

AFFORDABLE

One-time enrollment fee of \$19 and monthly memberships from \$19-\$99.

UNLIMITED ACCESS

The nationwide network includes online classes and more than 10,000 participating fitness locations.

FLEXIBLE MEMBERSHIP

No long-term contract is required— you can quit at any time.

ONLINE CONVENIENCE

You can easily find fitness centers, enroll and manage your activity online.

Encouraging you to adopt healthier lifestyles can increase productivity, lower absenteeism and help improve your overall health.

THANK YOU

