Welcome to Blue Cross and Blue Shield of Illinois

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Express Scripts® Prescription Benefit Services

Contact Information At a Glance

*Express Scripts is an independent company that is contracted directly through Boeing. It does not provide Blue Cross and Blue Shield of Illinois products or services. Express Scripts is solely responsible for the products and services it offers.
Welcome to Blue Cross and Blue Shield of Illinois

For more than 80 years, Blue Cross and Blue Shield of Illinois (BCBSIL) has provided reliable health care benefits and services to its members and communities. BCBSIL provides members with programs and support to help them manage their health care benefits, costs and well-being.

We Are Here to Help

BCBSIL knows that the choices you make every day can affect your health now and in the future. We offer access to a wide variety of tools and resources to help you plan and manage your health care.

If you have questions, call the BCBSIL Member Services team dedicated to Boeing at 888-802-8776. A Health Advocate is available Monday through Friday from 5 a.m. to 5 p.m. PT (8 a.m. to 8 p.m. ET and 7 a.m. to 7 p.m. CT). Whether you are trying to improve your health or reach the next level of wellness, BCBSIL is here to help.
Welcome to BCBSIL continued

How to Use This Guide

Please take a few minutes to review this guide, which is intended to help you make the best use of your BCBSIL benefits, including how to find a physician or other health care provider, submit a claim and understand your explanation of benefits (EOB) statements.

For this plan, Boeing contracts with Express Scripts* for pharmacy benefits. An overview of those benefits is provided in this booklet.

For details on your medical coverage, including deductibles, copayments, coinsurance and covered services, call 888-802-8776. Health Advocates are available Monday through Friday from 5 a.m. to 5 p.m. PT (8 a.m. to 8 p.m. ET and 7 a.m. to 7 p.m. CT).

You can also go to www.bcbsil.com/boeing, which is your complete resource for benefits information and tools. There, you can register for Blue Access for MembersSM, a secure member portal, where you can search for answers to your questions, send a secure email directly to Member Services or chat live with them.

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Please note: This booklet is meant to be a summary of administrative services only. Benefits and coverage levels vary by plan option and are explained in more detail in the applicable summary plan descriptions, insurance contracts and other formal plan documents. In the event of a conflict between this booklet and the formal plan documents, the plan documents will govern.
BCBSIL Member ID Card

Your ID card(s) will arrive separately by mail. If you need a temporary or additional ID card or need to request a replacement card, go online to www.bcbsil.com/boeing or call Boeing Member Services at 888-802-8776.

Remember to show your new ID card to each provider you see, so he or she can update your records and ensure that your claims are paid in a timely manner. Be sure to remind your provider to submit claims to Medicare first.

If your provider does not bill Medicare directly, you must submit your claim to Medicare. Once Medicare receives your payment, Boeing should receive your claim from Medicare after they process it.

Thank You for Being a Member.

BCBSIL is committed to the well being of the communities we serve.
What is BCBSIL?
BCBSIL provides health care coverage to more than 8.1 million members. We started in the height of the Great Depression in 1936 in Chicago and grew out of a shared interest to protect individuals and families. Today, we remain member-owned. We answer to our members. Our company is the fourth-largest health insurer in the U.S.

How do I find a physician or hospital?
Keep in mind that Medicare is primary and your Boeing plan provides secondary coverage to Medicare. Your plan does not include a network requirement, but you may wish to confirm with your provider that he or she accepts Medicare reimbursement.

The BCBSIL website includes the Provider Finder tool to help you locate doctors and other health care providers that meet criteria you set. You can view the most current list of providers online by visiting www.bcbsil.com/boeing. Select Provider Finder under the Doctors & Hospitals tab or click Find a Doctor on the right column of the home page.

What type of information will Provider Finder give me?
Available information includes:

- Health care provider name, address and telephone number
- Provider specialty
- Accepting new patient status (yes or no)
- National Provider Identification number
- Map and driving directions

Using Provider Finder, you can also locate an urgent care center.

On a BCBSIL plan, do I need to select a primary care physician or obtain a referral to see a specialist?
BCBSIL plans do not require you to select a primary care physician or obtain a referral to see a specialist. However, an ongoing relationship with a primary care physician can help you manage your health and address any concerns you have. You can use Provider Finder from your computer or mobile phone web browser to search for primary care physicians for you and your covered family members in specialties, such as internal medicine and family practice.

If you have other questions about BCBSIL, call Boeing Member Services at 888-802-8776.

Health Advocates are available Monday through Friday from 5 a.m. to 5 p.m. PT (8 a.m. to 8 p.m. ET and 7 a.m. to 7 p.m. CT).

www.bcbsil.com/boeing
Will I receive a provider directory?
Provider directories are not printed because they are updated frequently. You may view the most current list of providers online by visiting www.bcbsil.com/boeing and selecting Provider Finder® under the Doctors & Hospitals tab or click Find a Doctor on the right column of the home page.

How can I get more information about my health care coverage through BCBSIL?
Please visit BCBSIL’s website at www.bcbsil.com/boeing for additional information about your health care coverage. Watch for a welcome message on that website for Boeing Medicare Supplement Plan members. Or call Member Services at 888-802-8776.

Where can I get a summary of my benefits?
You may view your plan benefits online by visiting www.bcbsil.com/boeing and registering for and logging in to Blue Access for Members after you receive your BCBSIL ID card. You can also call Member Services at 888-802-8776 or view your plan benefits via Boeing TotalAccess.

Are vision services covered?
Covered vision services are limited to medical eye conditions, including one set of eyeglasses after cataract surgery.

When will I receive ID cards?
If you have not already received a new medical ID card from BCBSIL, you should receive it soon. If you do not receive an ID card within two weeks of your effective coverage date, please call Member Services at 888-802-8776.

If you don’t already have a separate Express Scripts prescription drug card, you should also receive a card directly from Express Scripts in the mail.

How do I submit a claim?
If you use a Medicare provider, the provider will submit claims directly to Medicare and then to BCBSIL. Be sure to show your new ID card to each provider you see. If you need to file a claim yourself, you must fill out and submit a claim form following the instructions on page 12.

How and when can I call BCBSIL Member Services?
You can reach Member Services from 5 a.m. to 5 p.m. PT (8 a.m. to 8 p.m. ET and 7 a.m. to 7 p.m. CT). Health Advocates are available to explain your benefits, answer questions about claims or assist with many other matters. Call 888-802-8776 or visit www.bcbsil.com/boeing and log in to Blue Access for Members to use Live Chat. You can also find a lot of other helpful plan information online at any time.

Can I email questions directly to BCBSIL?
Yes. Once you register for Blue Access for Members, the secure member portal at www.bcbsil.com/boeing, you can send a secure email directly to Member Services.
Using Your Online Resources

BCBSIL Provides Tools and Resources to Help You Manage Your Health and Benefits

Once you receive your new BCBSIL ID card, you can register for Blue Access for Members and use this secure website to manage your benefits and health. Go to www.bcbsil.com/boeing and follow the steps to register.

Manage Your Benefits
Once you register and log in, Blue Access for Members allows you to:

- **Review** your coverage.
- **Review** who is covered under your plan.
- **Find and compare** providers or facilities.
- **Check** the status of a claim.
- **Sign up** to receive email notifications when a claim is finalized.

- **View and print** your explanation of benefits statements and opt out of receiving printed copies in the mail.
- **Request** a replacement or additional ID card and print a temporary one.

Manage Your Health
Blue Access for Members provides a variety of tools to help you make health care decisions:

- **Health and wellness information** about general health topics and specific conditions.
- **The fitness program** offered by BCBSIL provides access to a nationwide network of participating fitness centers with no long-term contract required.

**Blue Access Mobile**
You can access your health coverage and wellness information conveniently and securely via your mobile device anytime, anywhere. You can even access your ID card information.

Learn more at bcbisol.com/mobile or text* GO to 33633.

*Message and data rates apply. Terms and conditions and privacy policy are available at bcbisol.com/mobile/text-messaging.
Find What You Need at
Blue Access for Members

1 **My Coverage**: Review benefit details for you and the family members who are covered under your plan.

2 **Claims Center**: View and organize details such as payments, dates of service, provider names, claims status and more.

3 **My Health**: Make more informed health care decisions by reading about health and wellness topics and researching specific conditions.

4 **Doctors & Hospitals**: Use Provider Finder to locate a network doctor, hospital or other health care provider, and get driving directions.

5 **Forms & Documents**: Use the form finder to get medical claim and other forms quickly and easily.

6 **Message Center**: Receive notification of pending and finalized claims and other updates via secure messaging.

7 **Quick Links**: Go directly to some of the most popular pages, such as replacement ID cards, manage preferences, stop receiving paper statements and more.

8 **Settings**: Set up notifications and alerts to receive updates via text messaging and email, review your member information and change your secure password at any time.

9 **Help**: Visit Health Care School to learn more about using your health care benefits.

10 **Contact Us**: Submit a question or connect to a BCBSIL Health Advocate via Live Chat.

Please note: The information above is representative of the resources available through Blue Access for Members. However, the resources available to you may vary, based on the particular plan you have enrolled in. Contact Boeing Member Services at 888-802-8776 with any questions.
Like your passport, always carry your BCBSIL ID card with you when you travel or live abroad. Through the BlueCard Worldwide program, you have access to doctors, hospitals and other health care providers in more than 190 countries and territories around the world.

How BlueCard Worldwide Works
To take advantage of the BlueCard Worldwide program, keep the following tips in mind:

- Before you leave home, contact BCBSIL for coverage details.
- Always carry your BCBSIL ID card, especially when you travel or live outside the U.S.
- In an emergency, go directly to the nearest hospital

Call the BlueCard Worldwide Center when you need to locate a health care provider or need medical services. An assistance coordinator, in conjunction with a medical professional, will arrange a physician appointment or hospital stay.

You will need to submit your pharmacy claims using the form found here: http://www.bcbsil.com/boeing/resources/forms.html.

Call Boeing Member Services at 888-802-8776 when you need inpatient care for pre-authorization.

Your BlueCard Worldwide Benefits
Hospital, physician and other necessary medical services received outside the U.S., from licensed providers, for emergency treatment of an accidental injury or sudden illness are covered at 80 percent after deductible.

There is coverage for emergent and non-emergent prescription drugs for retirees outside of the U.S. This will be handled as paper pharmacy claims and will be paid at 80 percent after deductible.

BlueCard Worldwide is available 24 hours a day, seven days a week if you need medical care in a foreign country.

BlueCard Worldwide Service Center:
Toll-free: 800-810-2583
Collect: 804-673-1177

www.bcbsil.com/boeing
Payment Information

- **Participating BlueCard Worldwide hospitals.** In most cases, you should not need to pay up front for inpatient care at participating hospitals except for the usual out-of-pocket expenses (non-covered services, deductibles or coinsurance). The hospital should submit the claim on your behalf.

- **Doctors and/or non-participating hospitals.** You will need to pay up front for services. Then you can complete a BlueCard Worldwide international claim form and send it with the bill(s) to the BlueCard Worldwide Service Center at the address on the form.

If you use a participating BlueCard World hospital or other contracted provider, the network may protect you from additional balance-billed amounts.

Claim Filing

- **The hospital will file your claim** if the BlueCard Worldwide Service Center arranged your hospital stay. You will need to pay the hospital for the usual out-of-pocket expenses.

- **You must file the claim** for outpatient and doctor care, or inpatient care not arranged through the BlueCard Worldwide Service Center. You will need to pay the health care provider and submit an international claim form with the original bill(s).

Details Online

For information about the BlueCard Worldwide Program:

2. Under **Boeing Member Resources**, click **International Travel**.

It includes tools to help you find U.S. and international providers, the claim form, frequently asked questions and more. You may also call Boeing Member Services at [888-802-8776](tel:888-802-8776).
Choosing the Right Care for You and Your Family

Blue Distinction® Centers have demonstrated expertise in delivering clinically proven specialty health care. The goal is to help you find consistent specialty care, while encouraging health care professionals to improve the overall quality and delivery of care nationwide.

Blue Distinction Centers are available for the following specialty health care services:

- **Blue Distinction® Centers for Bariatric Surgery** – Provide inpatient care, post-operative care, follow-up and patient education.
- **Blue Distinction® Centers for Cardiac Care** – Provide inpatient cardiac care, cardiac rehabilitation, cardiac catheterization and cardiac surgery.
- **Blue Distinction® Centers for Transplants** – Provide transplant services that may include global pricing, financial savings analysis and global claims administration and support services.
- **Blue Distinction® Centers for Complex and Rare Cancers** – Provide inpatient cancer care programs for adults, including treating complex and rare subtypes of cancer. Care is delivered by multidisciplinary teams with subspecialty training and distinguished clinical expertise, focused on treatment planning and complex, major surgical treatments.
- **Blue Distinction® Centers for Knee and Hip Replacement** – Provide inpatient knee and hip replacement surgeries and services.
- **Blue Distinction® Centers for Spine Surgery** – Provide inpatient spine surgery services, including disectomy, fusion and decompression procedures.

Use Provider Finder on the BCBSIL Website to Find a Blue Distinction Center

2. Under the **Doctors & Hospitals** tab, select **Blue Distinction® Centers**.
3. You may search for a specific area of specialty care or view a complete list of Blue Distinction Centers by state.

Note: Designation as Blue Distinction Centers means these facilities’ overall experience and aggregate data met objective criteria established in collaboration with expert clinicians’ and leading professional organizations’ recommendations. Individual outcomes may vary. To find out which services are covered under your policy at any facilities, please call your local Blue Cross and Blue Shield Plan; and call your provider before making an appointment, to verify the most current information on their Network participation status. Neither Blue Cross and Blue Shield Association nor any of its licensees are responsible for any damages, losses, or non-covered charges that may result from receiving care from a provider designated as a Blue Distinction Center.

[www.bcbsil.com/boeing](http://www.bcbsil.com/boeing)
24/7 Nurseline – Around-the-Clock, Toll-Free Support

Health happens – good or bad, 24 hours a day, seven days a week. That is why we have registered nurses waiting to talk to you whenever you call our 24/7 Nurseline at 800-765-7298.

Our nurses can answer your health questions and try to help you decide whether you should go to the emergency room or urgent care center or make an appointment with your doctor.

You can also call the 24/7 Nurseline whenever you or your covered family members need answers to health questions about:

• Asthma, back pain or a chronic health issue
• Dizziness or severe headaches
• Cuts or burns
• A grandchild’s high fever or nonstop crying
• And much more

Plus, when you call, you can access an audio library of more than 1,000 health topics – with more than 500 topics available in Spanish.

Note: For medical emergencies, call 911 or your local emergency services first. This program is not a substitute for a doctor’s care. Talk to your doctor about any health questions or concerns.

Call the 24/7 Nurseline with any health questions.
Filing a Claim

Guidelines to Help Ensure Your Claims Are Submitted Quickly

Provider-Submitted Claims
Most physicians, hospitals and other providers will file a claim directly with Medicare. Show your BCBSIL ID card to providers when checking in to confirm that they will file claims directly to BCBSIL after Medicare has paid.

Member-Submitted Claims
If you need to file a claim yourself, you will need to fill out and submit a claim form to Medicare. You may call 888-802-8776 for assistance, or you may download a form online:

2. Under Boeing Member Resources, click Forms.
3. Click Medical Claim Form and print the form and instructions.

Then, fill out the form completely, attach a copy of the original itemized bill and mail to the address shown on the claim form.

Tips for Submitting Claims
Help us avoid unnecessary delays by answering all questions completely and accurately and including original itemized bills that contain the information we need to process claims.

• If your claim is submitted through Medicare first, BCBSIL will process your benefits covered by Boeing.
• Show the instructions accompanying the claim form to the persons providing your care and ask them to provide bills that follow the instructions.
• Itemized bills for medical treatment or surgery should include:
  – Provider’s name, address and phone number
  – Provider’s tax identification number
  – Full name of patient (not just name of person to whom bill is addressed)
  – Place where service was received (hospital, office or clinic)
  – Diagnosis of illness or injury; if an injury, give the date it happened
  – Description of service received
  – Date of each treatment or surgical procedure
  – Charge for each treatment or surgical procedure
Understanding Your EOB

An explanation of benefits statement is a notification form provided to members when a health care benefits claim is processed by BCBSIL. The EOB displays the expenses submitted by the provider and shows how the claim was processed.

The EOB has four sections:

- **Claim Information** includes the member and patient name, the member’s group and ID numbers and the claim number.
- **Summary** highlights the financial information — the amount billed, the total benefits approved and the amount you may owe the provider.
- **Service Information** identifies the health care provider, dates of service and charges.
- **Coverage Information** shows what was paid to whom, what discounts and deductions apply and what part of the total expense was not covered.

The EOB may include additional information:

- **Amounts Not Covered** will show provider discounts, or what benefit limitations or exclusions apply.
- **Out-of-Pocket Expenses** will show an amount when a claim applies toward your deductible or counts toward your out-of-pocket expenses.
- **Appeals** explains your rights regarding review of claim denials.
- **Fraud Hotline** is a toll-free number to call if you think you are being charged for services you did not receive or if you suspect any fraudulent activity.

Your EOBs Are Available Online!

Sign up for Blue Access for Members at **www.bcbsil.com/boeing** for quick, convenient and confidential access to your claim information and history.

To support our commitment to eco-friendly business practices, you can choose to opt out of receiving EOBs by mail. This saves resources and offers you additional confidentiality. Just go to **www.bcbsil.com/boeing**, log in to Blue Access for Members, click **Settings** at the top and select **Preferences**.
What You Can Find

1. Account name (member’s company or organization)
2. Date claim was finalized
3. Toll-free number to call for additional information
4. Member’s name and mailing address
5. BCBSIL messages
6. Member’s name
7. Employer and/or group identification number*
8. Identification number that appears on the ID card*
9. Claim number*
10. Person who received the services*
11. Provider name (top line) and description of service (below)
12. Beginning and ending service dates
13. Amount billed by the provider for each service
14. Portion of the billed amount not covered by the plan (a footnote will explain the reason)
15. Amount covered by the plan*
16. Total charges included on this claim
17. Plan reductions subtracted from billed amount, such as PPO allowances
18. Deductible and copayment or coinsurance amounts; can also display applicable penalties and/or reductions for failure to pre-authorize
19. Payment amounts approved for benefits
20. Amount the member may be responsible for paying
21. Total benefits approved for provider
22. Summary box, including the total billed by the provider for the services, the benefits approved and paid by BCBSIL, and the remainder you may owe (see also 13, 19 and 20)

If you have questions about an EOB, call Boeing Member Services at 888-802-8776.

*Please provide this information when contacting us about a claim.

Not all EOBs are the same. The format and content of your EOB depends on your benefit plan and the services provided. Deductible and copayment amounts vary.
ANTHONY DOE
100 BLUEBIRD LANE
CHICAGO, IL 60601-7332

The following shows how this claim was processed.

Service Information

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Service Date</th>
<th>Amount Billed</th>
<th>Not Covered</th>
<th>Covered</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEDICAL GROUP</td>
<td>Month/Date/Year</td>
<td>6,000.00</td>
<td>4,902.20 (1)</td>
<td>1,097.80</td>
</tr>
<tr>
<td>Totals</td>
<td></td>
<td>$6,000.00</td>
<td>$4,902.20</td>
<td>$1,097.80</td>
</tr>
</tbody>
</table>

Coverage Information

<p>| | | | | |</p>
<table>
<thead>
<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Totals</td>
<td>$6,000.00</td>
<td>$4,902.20</td>
<td>$1,097.80</td>
<td></td>
</tr>
</tbody>
</table>

17 CHARGES OVER MEDICARE APPROVED AMOUNT

18 Deductions

| Applied to 2017 Health Care Plan Deductible | 200.00 |
| Your Coinsurance Amount                     | 179.56 |
| Total Deductions                            | -$379.56 |

19 Total Benefits Approved

$718.24

20 Amount You May Owe Provider

$379.56

21 Total covered benefits approved for this claim: $718.24 to MEDICAL GROUP on Month-Date-Year

Summary

| Total Billed: | $6,000.00 |
| Total Benefits Approved: | $718.24 |
| Amount You May Owe Provider: | $379.56 |
| Medicare Approved: | $5,500.00 |
| Medicare Deductible: | $0.00 |
| Medicare Paid: | $4,400.00 |
| Sequester Adjustment: | $2.20 |

Your Medicare payment is reduced due to Federal, State, and local rules. The reduction in Medicare payment is indicated as the sequester adjustment amount. When a provider accepts the assignment of medical insurance by Medicare, neither you nor your health care plan is considered responsible for the sequester adjustment amount. When a provider does not accept the assignment of medical insurance by Medicare, you may be considered responsible for the sequester adjustment amount.

Your health care plan does not duplicate the charges paid by Medicare.
Health Insurance Fraud: What You Should Know

Don’t Be a Victim
In addition to losing money through fraud, members may also experience physical and mental harm as a result of health care fraud schemes in which a provider performs unnecessary or dangerous procedures.

Identifying Fraud
Commonly identified schemes involving providers include:

- **Misrepresenting services** — Intentionally billing procedures under different names or codes to obtain coverage for services that aren’t included in a member’s plan.
- **Upcoding** — Deliberately charging for more complex or more expensive services than those actually provided.
- **Non-rendered and/or “free” services** — Some providers intentionally bill for tests or services never provided. This can also mean that the provider offered “free” services to bill the insurance company for services not performed or needed.
- **Kickbacks, bribes or rebates** — Referring patients to a provider or facility where the referring provider has a financial interest.

Commonly identified member schemes include:

- **Identity swapping** — Allowing an uninsured individual to use your insurance card.
- **Identity theft** — Using false identification to gain employment and the health insurance benefits that come with it.
- **Non-eligible members** — Adding someone to a policy who is not eligible or failing to remove someone when that person becomes ineligible.
- **Prescription medicine and abuse diversion** — Controlled substances can be obtained through deception or dishonesty for personal use or sale “on the street.” Prescription medications can be obtained through doctor shopping, visiting several emergency rooms or stealing doctors’ prescription pads.

Fraud Affects Everyone.

Fraud may cost the health care industry (public and private payers) more than $200 billion each year. This fraud may cause you to face rising premiums, increased copayments and deductibles and the elimination of certain benefits.

www.bcbsil.com/boeing
BCBSIL Offers Tips for Fighting Fraud

- Know your own benefits and scope of coverage.
- Review all EOB statements. Make sure the exams, procedures and tests billed were the ones you actually had with the provider who treated you.
- Understand your responsibility to pay deductibles and copayments, and what you can and cannot be balance-billed (an amount your provider may bill you) for once your claim has been processed.
- Guard your health insurance card and personal insurance information. Notify BCBSIL immediately if your card or insurance information is lost or stolen.
- Sign and date only one claim form per office visit.
- Never lend your member ID card to another person.
- Don’t give out insurance or personal information if services are offered as “free.” Be sure you understand what is “free” and what you or your insurance company will be charged for.
- Ask your doctors exactly what tests or procedures they want you to have and why they are necessary before you have them.
- Be sure any referrals you receive from your network provider are to other network doctors or facilities. If you’re not sure, ask.
- Monitor your prescription use via the BCBSIL website or your Pharmacy Benefit Manager. Make sure the medications billed to your insurance are accurate.

Preventing Health Care Fraud
BCBSIL created the Special Investigations Department (SID) to fight fraud and help lower health care costs. The staff includes individuals with medical, insurance and law enforcement backgrounds as well as data analysts experienced in detecting fraudulent billing schemes. The SID aggressively investigates allegations of fraud and refers appropriate cases for criminal prosecution.

Fraud Isn’t Fair — Help Us Fight It
Reducing health care fraud is a collaborative effort between BCBSIL, its providers and its members. Additional information — including a “fighting fraud checklist” — is available through the SID website at www.bcbsil.com/sid.

We also encourage you to report any suspected incidence of fraud by calling our Health Care Fraud Hotline, completing a form online or sending us a note in the mail. Suspicions of fraud can be reported to the SID anonymously.

3 Ways to Report Fraud to BCBSIL
The SID is here to help you. You can contact the SID in any of the following ways:

1. 800-543-0867
   The toll-free Health Care Fraud Hotline operates 24 hours a day, seven days a week. You can remain anonymous or provide information if you want to be contacted by a member of the SID.

2. www.bcbsil.com/sid/reporting
   This website address links to an online fraud-reporting form that you can complete and send to the SID electronically.

3. U.S. Mail
   You can write the SID at:
   Blue Cross and Blue Shield of Illinois
   Special Investigations Department
   300 E. Randolph Street
   Chicago, Illinois 60601
Well onTarget Fitness Program

Make Your Fitness Program Membership Work for You!

Fitness can be easy, fun and affordable. Available exclusively to members and their covered dependents (age 18 and older), the Fitness Program* provides:

- **Flexible membership**, no long-term contract required. Enroll for a one-time fee of $25 and $25 per member per month.
- **Unlimited access** to a nationwide network of more than 9,000 participating fitness centers.
- **Online fitness center locator** and views of your fitness center visits online.
- **Easy online enrollment**; automatic monthly payment withdrawal.
- **Access to discounts** through a nationwide Complementary and Alternative Medicine (CAM) network of 40,000 health and well-being providers such as massage therapists, personal trainers and nutrition counselors.

Are You Ready for Fitness?

Enroll today online by logging in to Blue Access for Members at [www.bcbsil.com/boeing](http://www.bcbsil.com/boeing). Prefer to sign up by phone? Call **888-762-BLUE (2583)** toll-free, Monday through Friday, 8 a.m. to 9 p.m., in any continental U.S. time zone.

*The Fitness Program is provided by Healthways, Inc., an independent contractor that administers the Prime Network of fitness centers. The Prime Network is made up of independently owned and managed fitness centers.*
It’s Easy to Sign Up


2. Under Quick Links, choose Fitness Program. On this page, you can enroll, search for fitness centers near you by ZIP code and learn more about the program.

3. Click Begin Enrollment, then search and select the fitness center that is best for you.

4. Verify your personal information and method of payment. Print your temporary Fitness Program membership card. You will receive your official card by mail in a few weeks.

5. Visit a facility today! Remember, you can visit any participating fitness center after you sign up.

Make new friends, take a class and try something new! Join the Fitness Program today. Log in to Blue Access for Members or call 888-762-BLUE (2583) toll-free, Monday through Friday, 8 a.m. to 9 p.m. in any continental U.S. time zone.
Your prescription drug benefit is administered by Express Scripts. They provide personalized care designed to help improve and maintain your and your family’s health while helping you save on the medications you take every day.

**Convenient Mail-Order Service and More**

Express Scripts offers you convenience, safety and savings through the Express Scripts mail-order pharmacy. With the Express Scripts mail-order pharmacy, you can get up to a 90-day supply of medications you take to treat an ongoing condition (e.g., high blood pressure or high cholesterol) delivered to you for just one copayment. Take advantage of the Express Scripts mail-order pharmacy and get:

- Phone access to pharmacists who can talk to you about your prescriptions 24 hours a day, seven days a week
- Easy refills online, over the phone or by mail
- Peace of mind in knowing that your prescriptions are undergoing safety and advanced quality checks to help prevent harmful drug interactions

For short-term prescriptions, such as antibiotics, continue using a participating retail pharmacy.

You can also save with generic drugs. FDA-approved generics meet the same FDA quality standards as brand-name drugs, yet they can cost much less. The My Rx Choices® prescription savings program lets you go online to [www.express-scripts.com](http://www.express-scripts.com) to view potential savings opportunities. Print them out and share them with your physician.

**Express Scripts Specialist Pharmacists**

If you or your family members take medications to treat certain long-term conditions, you can take advantage of the personalized care and expertise of Express Scripts Specialist Pharmacists. They’re available by phone 24 hours a day, seven days a week to work with you and your physician to help ensure that your medications work safely together and work well for you. These pharmacists have specialized training in the medications used to treat specific ongoing conditions, such as high cholesterol, high blood pressure, depression, diabetes, asthma, osteoporosis and cancer.

To contact an Express Scripts Specialist Pharmacist, call **877-505-3224**.

**Contact Express Scripts.**

To start taking advantage of everything your Express Scripts prescription drug benefit offers, call Medicare Member Services toll-free at **877-505-3224**. Or visit [www.express-scripts.com](http://www.express-scripts.com). Specific offerings may depend on employment, union agreements and other factors.

Express Scripts is an independent company that is contracted through Boeing. Express Scripts does not provide Blue Cross and Blue Shield of Illinois products or services. Express Scripts is solely responsible for the products and services it offers.
Contact Information At a Glance

For information on benefits for Medicare-eligible or non-Medicare-eligible members, please contact BCBSIL at **888-802-8776** and [www.bcbsil.com/boeing](http://www.bcbsil.com/boeing).

**Boeing Member Services**: 888-802-8776

**Fraud Hotline**: 800-543-0867

**BlueCard Worldwide**: 800-810-BLUE (800-810-2583) / 804-673-1177 collect

**Fitness Program**: 888-762-BLUE (888-762-2583)

**24/7 Nurseline**: 800-765-7298

**Express Scripts Prescription Benefit Services**: 877-505-3224

**Boeing TotalAccess**: 866-473-2016

[www.bcbsil.com/boeing](http://www.bcbsil.com/boeing)