



ONE-CALL SUPPORT

Manage your care with the Wellmark Care Team

Cynde Shepherd, director of health services, Wellmark Blue Cross and Blue Shield



WELCOME TO WELLMARK!



WHAT WE'LL COVER

Care Team overview

- Who we are and how we help
- Access for all members

Levels of support

- Use of health care
- Complex care
- Condition-specific
- Pregnancy support

Connecting with us



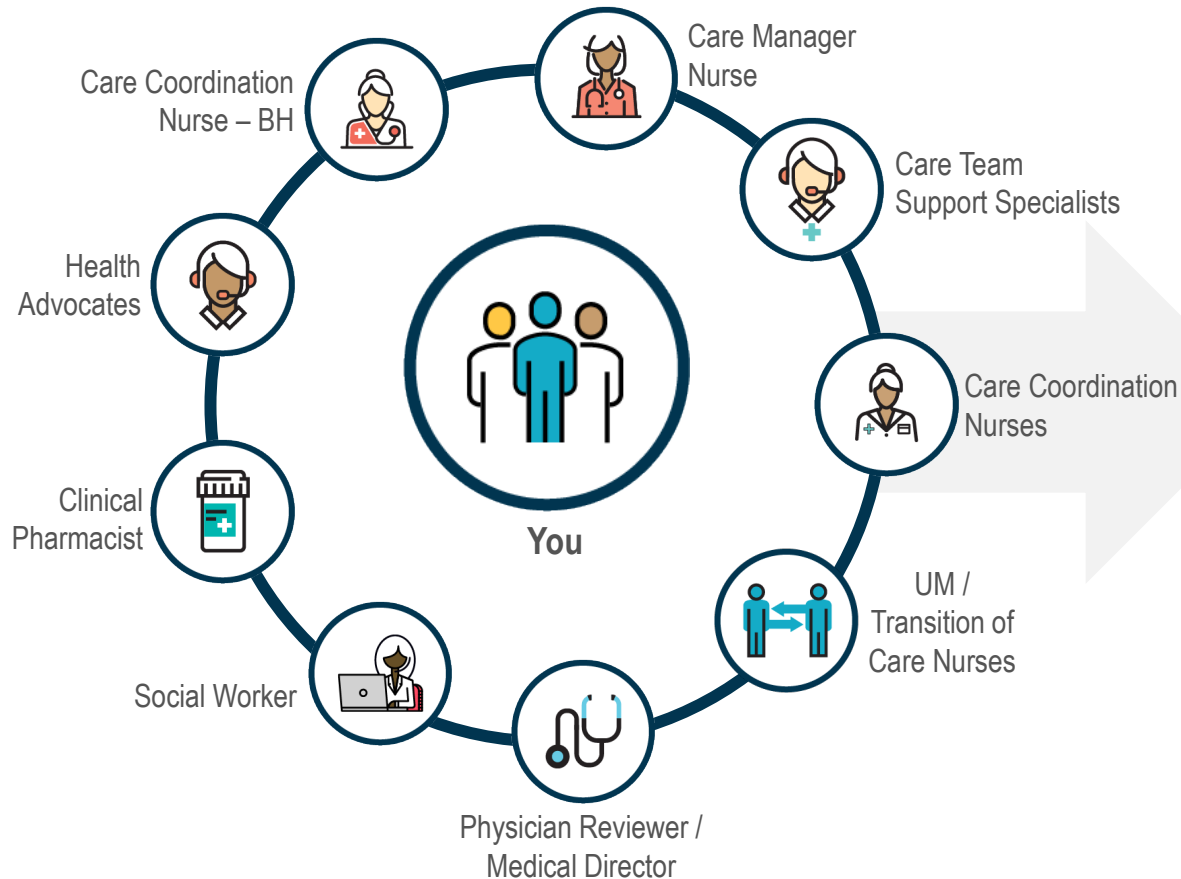
SUPPORT WHEN YOU NEED IT

Major illnesses and chronic conditions can be overwhelming to navigate on your own.

We developed the Wellmark Care Team to help you navigate your care.

Your Wellmark Care Team is an integrated team of health advocates, nurses, and other specialists including pharmacists, behavioral health and maternity nurses, and others all with one goal – helping you stay healthy by getting the right care.

CARE TEAM OVERVIEW



INTERDISCIPLINARY CARE TEAM



Help you and your caregivers manage medical conditions and behavioral health concerns more effectively



Works to improve your health through:

- Coordination of care,
- Self-management education,
- Medication reconciliation,
- Discharge support,
- Referrals to community services and resources, and more.



Create more personalized care for you.

SUPPORT FOR ALL MEMBERS

You'll have access to resources regardless of your health status.

ONE DEDICATED PHONE LINE



- A single number to connect you to a dedicated State of South Dakota Care Team

SPECIALTY SUPPORT



- Care coordination nurses and health advocates will connect you with specialists for a variety of different situations

DIGITAL TOOLS & RESOURCES



- myWellmark is one-stop shop for tools and resources including:
 - Cost estimators
 - Service comparison tools
 - Wellness & well-being
 - Telehealth (Doctor on Demand)
 - Provider directory

PREVENTIVE CARE REMINDERS



- Your Care Team will remind you about important preventive and wellness care services

ASSISTANCE WHEN YOU'RE SEEKING CARE

To help you use health care services appropriately and ensure you're paying the lowest costs, we have a process to support you as you seek care. If you are admitted to a hospital, have an upcoming planned procedure or are needing home health services the Care Team will help with:



Understanding what's covered under your benefits



Finding the right in-network doctor



Providing information on costs

COMPLEX CARE NEEDS

If you've got complex care needs, they'll be managed holistically by your Care Team.



ONE DEDICATED NURSE



TASKS & INTERVENTIONS



HEALTH ASSESSMENTS



MONITORING PROGRAM



INDIVIDUAL CARE PLAN

Incentives

50 pts Upon enrollment **300 pts** Upon Graduation

Wellness incentive points available to policy holders only. Spouse and dependents not eligible.

CONDITION-SPECIFIC NEEDS

If you've got one of the following conditions: Asthma, Coronary Artery Disease, Diabetes, Congestive Heart Failure, Chronic Kidney Disease, Chronic Obstructive Pulmonary Disease, Pain Management, and Behavioral Health/Substance Use, Wellmark offers services just for you.

MEMBERS WITH HIGH-RISK CONDITION-SPECIFIC NEEDS



ONE DEDICATED NURSE



TASKS & INTERVENTIONS



HEALTH ASSESSMENTS



PERIODIC HEALTH SCREENING



INDIVIDUAL CARE PLAN



EDUCATIONAL INFORMATION

Incentives

50 pts

Upon enrollment

300 pts

Upon Graduation

Wellness incentive points available to policy holders only. Spouse and dependents not eligible.

Member Cost Share Waived

Applies to specific services (office visits, labs, etc.) and applies to all members who participate



PREGNANCY SUPPORT

If you're expecting, you can access resources for a healthy, stress-free pregnancy. The Pregnancy Support Program is free, and it's here for you both now and after your baby is born.

Pregnancy assessments

- Prenatal and postpartum to determine your needs.

Individualized care

- Care Team touchpoints throughout your pregnancy

Robust digital resources

- myWellmark, WebMD's Pregnancy Assist and more.

INCENTIVES

\$250 Upon Enrollment*	\$250 Upon Graduation
2 No Cost Share Ultrasounds*	
*Enrollment within first trimester required	

All employees, spouses and dependents are eligible to participate and earn incentives, but incentive will be paid to employee HRA account.

CONNECTING WITH YOUR CARE TEAM

#1 Reach out to us: Call the customer service number on the back of your Wellmark ID card.

#2 We'll reach out to you: We proactively search for members who need support – for instance if you've recently been admitted to the hospital, are prescribed a specialty medication or your provider has reached out to us.

Participation is free, voluntary and confidential.

THANK YOU!



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