

## **Blue Cross and Blue Shield Script**

### **Slide 1**

Blue Cross and Blue Shield of Kansas has been serving Kansans for over 70 years and for over 40 of those years we've enjoyed a partnership with the State Employee Health Plan. We are pleased to be back again this year administering health insurance benefits for you and your family.

### **Slide 2**

Blue Cross and Blue Shield of Kansas is unique in that we have the largest provider network available. We are currently contracting with 99 percent of all medical doctors and 100 percent of medical facilities within our service area. We negotiate special discounted fees with all participating doctors and hospitals – that means you save money by cutting health care spending. In 2014, exclusive provider discounts saved members more than \$2.2 billion.

Finding a network provider is easy– you can search by name, specialty or location on our Website, through our National Doctor & Hospital Finder App, or by contacting our award winning customer service team.

### **Slide 3**

Not only do you have access to local providers, Blue Cross and Blue Shield of Kansas also offers access to our nationwide and worldwide networks through BlueCard. BlueCard, a cost-saving cooperative effort of the independent Blue Plans, allows members to receive discounts providers have agreed to with the local Blue Plan when receiving services away from home. With BlueCard, members have access to 90 percent of all doctors in the U.S. and 96 percent of all hospitals and access to providers in more than 200 countries and territories worldwide.

### **Slide 4**

Online tools make it easy to access benefit information, view recent claims and see where you are at on meeting your out of pocket maximum.

On the State of Kansas homepage of the website you can view your Benefits Summary, Open Enrollment Guide and Full Benefit Description for Plan A and Plan C.

In order to access specific information about claims, out of pocket and our HealthyOptions benefit you will need to create a login. Simply click "BlueAccess Login" at the top of your homepage to create your login. This login will provide access to the secure member section of the website.

## **Slide 5**

*HealthyOptions makes it easier than ever to live a healthy lifestyle. We have partnered with WebMD and Blue365 to provide members with exclusive access to health information and other wellness resources.*

*WebMD provides you and your family access to:*

- *Board-certified physicians*
- *Award-winning journalists*
- *Trained community moderators*

## **Slide 6**

Blue365 allows you access to discounts on health related services. You and your family can view the "Deal of the Week" or browse all ongoing deals. Some discounts available include: lasik eye surgery, hearing aids and gym memberships.

## **Slide 7**

For Blue Cross and Blue Shield of Kansas, focusing on creating an excellent customer service experience that results in loyal customers is part of our everyday thought process. It has also resulted in various prestigious customer service awards. These awards are especially important as they reflect our customers' perceptions of our service to them.

Our Customer Service team is available to you Monday through Friday 8:00 am to 5:00 pm, toll free at 1-800-332-0307. This number can also be located on the back of your ID card and is specific to State of Kansas members. When you contact our Customer Service, you are speaking with someone that works specifically with your benefits and is dedicated to resolving your issue.