

Get rewarded
for your healthy choices

Independence 



Get to know **your health plan**

Feeling your best means taking care of your health and well-being. We offer comprehensive benefits, personalized tools, and support to help you do both.

Be healthy

With the region's largest network of hospitals and doctors, you have access to care where and when you need it.

Be well

With digital tools and member-exclusive discounts, you can create a customized path to well-being and get added support for more complex health conditions.



To view your custom medical, vision, and prescription drug plans and other important information, visit [**ibx.com/Archdiocese**](https://ibx.com/Archdiocese)

Achieve Well-being

Our personalized digital tools and resources help you achieve what's important to you in a way that's simple, easy, and fun. Here's how it works:

✓ Complete the Well-being Profile

▶ Start a program

📝 Develop your action plan to:

- Get fit
- Sleep better
- Eat right
- Manage stress



Sync your devices to track your progress



Stay motivated with tokens and badges for achievements



Look for reminders, encouraging emails, and text messages

Log in at ibx.com to start your journey!

Log in to start your journey

Get started on your journey to Achieve Well-being! Log in at ibx.com or through the IBX mobile app and be sure to complete your Well-being Profile. Then you'll earn tokens for every small step you take to reach your well-being goals, such as:

- Successfully finishing programs you add to your action plan
- Reading articles and healthy recipes
- Watching videos

Achieve Better Health

Need a little help? We offer an added level of personalized support when you're managing more complex health challenges.



Personal health record

Stay on top of your health with this digital health diary. It automatically updates with your office visits, surgeries, and tests once your claims are processed.



Health Coach*

Registered Nurse Health Coaches are available 24/7 to answer questions about your health and treatment options.



Condition management*

If you have a chronic health condition, our condition management program offers support and guidance to help you manage your care.



Case management*

We can help you navigate serious or complex medical conditions by connecting you with registered nurses and social workers who understand your health plan.



Baby BluePrints®

If you have a baby on the way, this program provides support throughout your pregnancy. You get 24/7 telephone access to a registered nurse and email reminders along the way to ensure you have the healthiest pregnancy possible. To enroll, call **1-800-598-BABY (1-800-598-2229) TTY/TDD: 711.**

Your dedicated Independence Health Coaches:

Lori Altomari,
RN, BSN, CCM:
215-241-2568

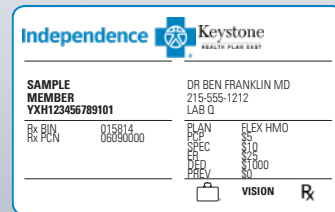
Chris Thwaites,
RN, BSN:
215-241-4024

You're in control

Whether you're at home or on-the-go, you can quickly and securely find a doctor and access your benefits information using our member tools. Just log in at **ibx.com** or use the IBX mobile app.

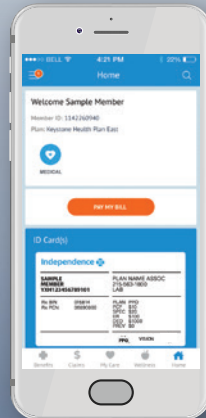
Access health plan information

Log in anytime to view your ID card, claims, spending, and benefits information.



Get IBX to go!

Download our free IBX app for your iPhone or Android device.



Find care near you

As a member, you have access to the largest network of doctors and hospitals, and our **Find a Doctor** tool will help you choose the right one.



Connect with us!

Sign up to receive health screening reminders, important plan notifications, and cost-savings alerts securely through text message or email.

Visit **ibx.com/getconnected** or text **IBXARCH** to **73529**



Where to get care

Know your options for care... before you need them.



Telemedicine

24/7 access to fast, affordable care for common, non-emergency medical issues.

COST	TIME	SEVERITY
\$	●	●

Best for

- Allergic reactions (minor)
- Headache (minor)
- Bronchitis
- Skin conditions
- Cold, cough, and flu
- Sinus pain
- Digestive issues
- Sore throat
- Eye pain or irritation
- Urinary tract infection
- Vomiting
- Fever

Don't wait until you're sick! Register now.

Three ways to register:

- Text **IBX** to **635-483** to chat with Sophie, a virtual assistant who will walk you through the process
- Download the MDLIVE® app on your smartphone
- Visit mdlive.com/ibx



Retail clinic

Get quick, convenient care for illnesses and vaccines.

COST	TIME	SEVERITY
\$\$	●	●

Best for

- Allergic reactions (minor)
- Bronchitis
- Burns (minor)
- Cold, cough, and flu
- Cuts and scrapes
- Digestive issues
- Ear pain
- Eye pain or irritation
- Fever
- Headache (minor)
- Insect bites
- Sinus pain
- Sore throat
- Urinary tract infection
- Vaccinations
- Vomiting



Urgent Care Center

Use this faster, less expensive choice if you get sick or hurt.

COST	TIME	SEVERITY
\$\$\$	●●	●●

Best for

- Allergic reactions (minor)
- Headache (minor)
- Animal bites
- Infections
- Asthma attack (minor)
- Injuries (minor)
- Cold, cough, and flu
- Insect bites
- Back pain
- Sinus pain
- Broken bones (minor)
- Sore throat
- Bronchitis
- Sprains and strains
- Burns (minor)
- Stitches
- Digestive issues
- Urinary tract infection
- Ear pain
- Eye pain or irritation
- Fever



Emergency Room (ER)

Go to the ER in case of a life-threatening or severe sickness or injury.

COST	TIME	SEVERITY
\$\$\$\$	●●●●	●●●●

Best for

- High fever with headache or stiff neck
- Loss of consciousness
- Major injury
- Overdose
- Poisoning
- Seizure
- Severe allergic reaction
- Signs of heart attack or stroke
- Spine injury
- Sudden severe headache
- Suicidal thoughts
- Trouble breathing

Support for your emotional health

Your overall health isn't just about your physical well-being — it includes your emotional health too. That's why we make it easy and convenient for you to get the care you need.

Improve your well-being with On To Better Health

Feel better and manage everyday stress with On To Better Health. This confidential online program can help you improve your emotional well-being and manage conditions like:

- Alcohol or substance use
- Anxiety, panic, or phobia
- Chronic pain
- Depression
- Insomnia
- Obsessions or compulsions

On your first visit, you'll complete the confidential SmartScreener assessment. You'll get a personalized list of recommended programs and resources that are most beneficial for you — and you can access them 24/7. The guided programs use evidence-based cognitive behavioral therapy, helping you to learn and practice skills to overcome challenges.

To get started, log in at ibx.com, select *Value Added Services* from the Health & Well-being menu, and then select *On To Better Health*.

For the best On To Better Health experience, use Google Chrome™ for your internet browser. If you don't have Google Chrome, it's easy to download it at google.com/chrome.

Talk to a behavioral health provider by phone or video chat

With tele-behavioral health, you can have virtual visits by phone or video chat with a licensed health care professional (including psychiatrists, psychologists, and counselors). Hundreds of in-network providers are available for tele-behavioral health visits and can provide consultation, diagnosis, or treatment for your behavioral health concerns.

Virtual visits are convenient, flexible, and completely confidential. You'll pay the same amount as you would for an in-office behavioral health visit.

Stay motivated

With Healthy Lifestyles™ reimbursements, you get money back for making healthy choices.

Taking small steps each day can add up to big changes in your health. With Healthy Lifestyles, you can get:

- Up to \$150 back on your fitness center fees
- \$150 back on an approved weight management program, including Weight Watchers® Online
- \$150 back for programs to help you quit tobacco

Getting reimbursed is easy and convenient

• No enrollment required

You no longer need to enroll in a program to be eligible for reimbursement. As soon as you meet the eligibility requirements (for example, when you complete 120 visits at an approved fitness center), you can simply submit your documentation to request reimbursement.

• No paper form to submit

Save time and postage by logging in at reimbursements.ibx.com to request your reimbursement quickly and securely.



Exclusive discounts and savings

As an Independence member, you can take advantage of savings and discount programs for local, regional, and national businesses and attractions.†



Discounts on entertainment and events

Blue InsiderSM offers great deals on family-themed activities like movie and theater tickets, sporting events, museums and zoos, and travel. You can also save on online shopping and merchant gift certificates.



Exclusive deals

With Blue 365[®], you can save on health-related products and services with exclusive value-added discounts and offers from leading national companies. You'll find weekly featured deals on healthy products, fitness apparel, weight loss programs, laser vision correction, and more.



Discounted gym membership

The GlobalFit Gym Network offers discounts to 8,000 gyms, fitness centers, and studios nationwide. You'll also enjoy discounts on a variety of fitness equipment and a Jenny Craig[®] membership.



Coupons for healthy ingredients

Need healthy recipe inspiration? [Getgoodliving.com](https://www.getgoodliving.com) and the IBX Good Living app offer valuable coupons for popular food and household items plus delicious, new recipes to try.



Free nutrition counseling

Schedule up to six visits a year with a participating registered dietitian, your doctor, or another network provider — at no cost to you. Take advantage of your Nutrition Counseling benefit by simply scheduling an appointment. With the help of your doctor or registered dietitian, you can assess your diet and set personal goals for better eating habits and weight management.



Philly-area fun

Take advantage of a members-only offer on Indego, Philly's bike-share program. Or show your member ID card for free skating admission at the Blue Cross RiverRink.

Check out all of the exciting member perks at ibx.com/individuals/member_resources.

Naturally Slim

NEW! Naturally Slim classes are scheduled to begin September 21, 2020. Look for an email in late August to sign up.

Naturally Slim is a leading digital counseling program that helps you manage your weight, prevent diabetes, and reverse metabolic syndrome. This program is evidence-based and teaches you new skills to develop a healthier relationship with food and physical activity. You can access Naturally Slim anytime by smartphone, tablet, or computer.

Your experience will include:

- Weekly online and video lessons
- Personalized curriculum
- Digital dashboard for tracking progress
- Goal setting
- Social community
- Coaching support, including sessions by phone

PROVEN RESULTS

50.7% OF PARTICIPANTS REVERSED THEIR METABOLIC SYNDROME

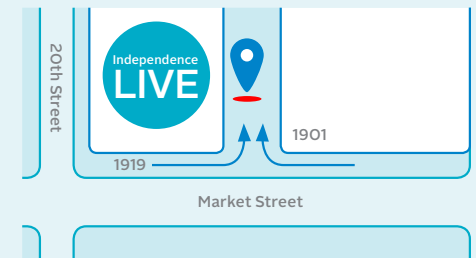
55% OF PARTICIPANTS REVERSED THEIR DIABETES RISK

10.6 LBS AVERAGE WEIGHT LOSS PER PARTICIPANT IN FIRST 10 WEEKS

Naturally Slim is an independent company contracted by Independence Blue Cross.

Independence LIVE

Join us for **FREE** daily fitness classes, try new technology, and even watch a live cooking demo. Independence LIVE has something for everyone.



Questions?

Call 1-800-ASK-BLUE
(1-800-275-2583) (TTY: 711)

Referred benefits underwritten or administered by Keystone Health Plan East; self-referred benefits underwritten or administered by QCC Insurance Company, subsidiaries of Independence Blue Cross— independent licensees of the Blue Cross and Blue Shield Association.