



Fri 6/1/2018 12:51 PM

Good afternoon,

We have officially started our new benefits plan year! I wanted to provide a few updates for you.

- If you were on Blue Cross Blue Shield of SC already, **you will not receive new insurance cards.**
- For those of you who are new to the plan(s), your cards have been mailed and you should receive them in the next few days.
- If you need to use your benefits before you receive your cards please use the following links to **view/print** your **temporary ID cards.**

You may also view the attachments for more details on how to access your ID card(s) and benefit information by using the website or app:

*Please remember that your ID cards have been mailed and you do not have to request them to be sent to your home, unless you need a replacement.

If you have not used these websites before you will need to create a username and password.

- BCBS Medical - You can log into www.southcarolinablues.com to view/print a temporary ID card(s).
- MetLife Dental – Metlife does not provide cards for dental, however your ID number will be your social security number.
 - You can log into www.mybenefits.metlife.com to view your benefits.
 - The Network is: PDP PLUS
 - The Group # is: 5944899
 - The Customer Service # is: 1-800-942-0854
 - Claims should be sent to: PO Box 981282, El Paso, TX 79998-1282 or faxed to: 1-859-389-6505
- EyeMed - ID cards have been mailed as well – keep in mind this is a paper card so be on the lookout for it.
 - You may also log into www.eyemedvisioncare.com to view your ID card and benefits.

A few other helpful websites are:

- www.bluecareondemandsc.com for Telemedicine
- www.discoverybenefits.com for Flexible Spending Accounts (please remember we are in the blackout period beginning today for the next 5-10 business days as information is transferred to the new carrier)
- www.medliffeap.com for Employee Assistance Program (EAP)
- <https://www.blue365deals.com> for Wellness Discount Program
- <https://www.hays.perkspot.com/login> for Hays Perks

Please feel free to contact HR or Hays Advocate (1-877-936-3811) with any questions.

Thanks,

Jamie Taylor

Vice President of Human Resources

It's easy to check your coverage with My Health Toolkit®!

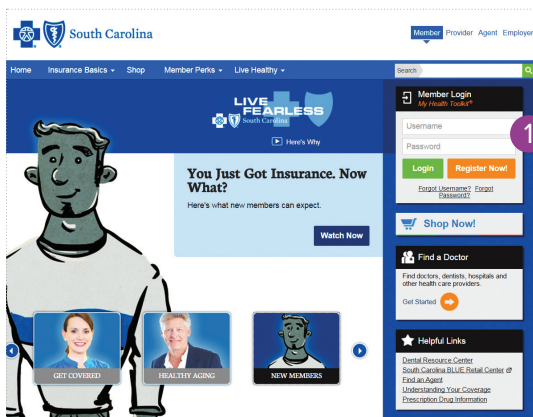
Haven't received an insurance card yet? No problem. Everything you need to know about your BlueCross BlueShield of South Carolina health coverage can be found in My Health Toolkit. Your online, interactive health care home has tools to help you:

- Verify eligibility and benefits
- View your claims history
- Estimate treatment costs ahead of time
- Manage your prescriptions
- Manage your medical spending accounts
- Discover new wellness tools
- Research specific health issues

To get started, follow these steps.

1. Registration

Visit www.SouthCarolinaBlues.com and select **Register Now**.



2. Member Information

At the top, select **"Haven't received your insurance card?"** Then enter the policyholder's Social Security Number and your date of birth.

Create Your Profile * Required

Member Information
Enter your Insurance Card Number and your Date of Birth to begin the registration process.
Haven't received your insurance card?

Insurance Card Number: ABC123456789
* Your Date of Birth: mm/dd/yyyy

By clicking Continue, you agree to the [Website Usage Agreement](#).

[Continue](#) [Cancel](#)

Need technical help? Call us at 877-274-1715.

Why Register?
Making the right health care decisions is so important. These decisions affect the health of you and your family, and they impact your finances.
My Health Toolkit has the tools and information you need to make those decisions.
Manage your benefits
Research and compare your health care options
Manage your health care financial accounts
Improve your wellness

Be Sure Your Family Registers!
Spouses and dependents ages 16 years and older can register their own accounts.

[Frequently Asked Questions](#)

3. Insurance Card Number

Your health insurance card number is available on the left side of the home page.

4. Eligibility and Benefits

Select **View Benefit Detail** to verify your current health plan coverage.

My Health Toolkit® Benefits Wellness Resources Profile

Welcome, MICHAEL T. TESTING (Log Out) You have no unread messages. Go to Message Center | Ask Customer Service

Family List

Health	Dental
MICHAEL TESTING 10/01/1983	
MARTHA TESTING 09/11/1980	
TORI R. TESTING 10/01/2002	

Insurance Card

Health Insurance Card Number:	Dental Insurance Card Number:
ZCZ065922516805	ZCZ065922516805

Benefits and Claims Printer-Friendly

Viewing information for MICHAEL TESTING

Health Benefits

Deductible	Maximum	Applied	Remaining
Individual	\$250.00	\$0.00	\$250.00
Family	\$500.00	\$0.00	\$500.00

Out Of Pocket

Maximum	Applied	Remaining	
Individual	\$750.00	\$0.00	\$750.00
Family	\$1,500.00	\$0.00	\$1,500.00

View Benefits Detail

Quick Links

- Rally @
- Personal Health Record @
- Find a Doctor or Hospital
- Rate Your Visit
- Treatment Find Finder

Recent Health Claims

HERE'S A SIMPLIFIED WAY TO TALK ABOUT HEALTH CARE

>> Learn more

Note: You have a private message waiting!



SouthCarolinaBlues.com

5. Printer-Friendly

Click the **Printer-Friendly** button to print this page. This gives your medical provider the information they need to verify your health benefits.

6. Effective Date

Under **Member Information**, the **Effective Date** will confirm the day your health insurance went into effect.

Insurance Card
Health Insurance Card Number: ZCZ065922516805
Dental Insurance Card Number: ZCZ065922516805

Eligibility and Benefits 5 Printer-Friendly

Health Coverage
Member/Date of Service
Select a different member to view information for that member. You may also change the date of service.
Member's Name: MICHAEL TESTING 10/01/1958 Date of Service: 01/11/2016 Search

Member Information

Date of Birth: 10/01/1958	Member ID: ZCZ065922516805
Group Number: 036011101	Group Name: COMPANY ABC
Relationship to Plan Holder: SELF	Coverage Level: FAMILY
Benefit Period: 04/01/2015 - 04/01/2016	
Effective Date: 04/01/2015	
Handicapped: No	

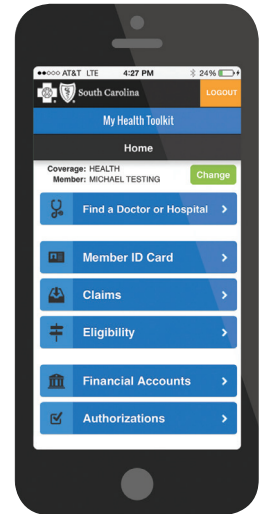
6

For more help, select the **Ask Customer Services** button at the bottom of the page to contact our support team.

My Health Toolkit Mobile Website

My Health Toolkit's mobile website offers on-the-go members quick and easy access to our most popular features. To access the mobile site, visit www.SouthCarolinaBlues.com from your smartphone.

You can also use the mobile site to register for My Health Toolkit. Just select **Register Now** on the main page. Scan this code with your smartphone to visit now.



Tips for Your Pharmacy

If you need to use your prescription drug benefits before your insurance card arrives, please provide your pharmacist with these details:

1. **Health Insurance Card Number:** Located inside My Health Toolkit
2. **RX BIN:** 004336
3. **RX Group Number:** SCB15

For pharmacy-related questions, call **888-963-7290**.



South Carolina

HANDY.

Carry **My Health Toolkit**[®] with you everywhere.

Now you can enjoy the making-your-life-easier utility of My Health Toolkit in an app!

With it, you can:

Use your digital ID wherever, whenever.

A trip to the doctor's office isn't always expected or scheduled. Or even if it is, feel confident that with the My Health Toolkit app you can share and access your most up-to-date digital ID card anytime, anywhere.

Check the status of your claims fast.

Not sure if your insurance has already been applied to your doctor's bill? Check the status of your claims in real time with the My Health Toolkit app.

See what's covered by your health plan.

Wondering how much you may need to pay upfront for a visit or service? With the My Health Toolkit app you can view your benefits easily, wherever you go.

Find a local provider who's right for you.

Whether you're looking for a dentist, dermatologist or just a family doctor, the My Health Toolkit app lets you find an in-network local provider quickly from your mobile device.

Download it today – so it's there whenever you need it.



BlueCross BlueShield of South Carolina is an independent licensee of the Blue Cross and Blue Shield Association.



South Carolina