



**YOUR REWARDS GUIDE**

# City of Chattanooga 2023 Wellness Program





# A Wellness Program Just for You

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Everyone approaches their health differently. That's why our wellness program lets you choose how to earn rewards. You can find different activities that fit your lifestyle while earning up to 30,000 points to redeem in the rewards catalog.



Make sure to complete your activities between Jan. 1, 2023, and Dec. 31, 2023, to earn your rewards.

Your 2020 points will expire Dec. 31, 2023.



# How to Get Started

## Register Your Account

You'll need your Member ID card to get started.

- › Visit **[bcbst.com](https://www.bcbst.com)**.
- › Choose **register an account**.
- › Follow the steps to register with information from your ID card.



We're right here.

If you need help, call us at **1-844-269-2583**  
or email us at **help@bcbstewards.com**.

# How to Earn Your Rewards

## Visit the Rewards Center

Once you have an account, visit the Rewards Center to see the activities you can complete.

- 1 Log in at **bcbst.com**.
- 2 Choose **Managing Your Health**.
- 3 Choose **Rewards**.

## Visit the Member Wellness Center

You can visit the Member Wellness Center to start, track or complete certain activities.

- 1 Log in at **bcbst.com**.
- 2 Choose **Member Wellness Center** under the **Managing Your Health** tab.



Complete activities and report them in the Rewards Center. Any claims-based reward will score once it has been submitted and paid.

# Rewards Activities

| Activity   | Description  | Value                  | Times/<br>year | Notes   |
|--|--|------------------------|----------------|---|
| <b>Biometric Screening, Follow-Up Exam, and HHRA</b> | Complete a biometric screening and follow-up exam at the WellAdvantage Health Center and a Healthy History and Risk Assessment (HHRA) through the Marathon Health website. | <b>7,000</b><br>points | 1              | Members can earn 7,000 points 1x per year for completing a biometric screening, follow-up exam, and HHRA. |
| <b>Annual Physical</b>                               | Complete an annual physical at the WellAdvantage Health Center or through your Primary Care Provider.  | <b>4,500</b><br>points | 1              | Points automatically show up in the Rewards Center.   |
| <b>Well-Man Exam</b>                                 | Complete an well-man exam at the WellAdvantage Health Center or through your Primary Care Provider.  | <b>3,000</b><br>points | 1              | Points automatically show up in the Rewards Center.   |
| <b>Well-Woman Exam</b>                               | Complete an well-woman exam at the WellAdvantage Health Center or through your Primary Care Provider.  | <b>3,000</b><br>points | 1              | Points automatically show up in the Rewards Center.   |
| <b>Healthy Blood Pressure Bonus</b>                  | Must have a blood pressure within healthy range of 90/60 to 130/85. Measured during biometric screening at WellAdvantage Center.   | <b>1,000</b><br>points | 1              | Points automatically show up in the Rewards Center.   |

## Rewards Activities (continued)

| Activity                                | Description  | Value        | Times/<br>year | Notes  |
|---|--|--------------|----------------|--|
| Healthy Blood Sugar Bonus               | Must have a blood sugar within healthy range (100 mg/dL or less fasting). Measured during biometric screening at WellAdvantage Center. | 1,000 points | 1              | Points automatically show up in the Rewards Center.  |
| Healthy Cholesterol Bonus               | Must have cholesterol levels within healthy range (200 mg/dL or less). Measured during biometric screening at WellAdvantage Center.    | 1,000 points | 1              | Points automatically show up in the Rewards Center.  |
| Mammogram                               | Complete an annual mammogram through your Primary Care Provider.   | 1,500 points | 1              | Points appear in the Rewards Center when the claim is processed.                                   |
| Colonoscopy                             | Complete a colonoscopy through your Primary Care Provider.   | 1,500 points | 1              | Points appear in the Rewards Center when the claim is processed.                                   |
| Work with a Dietitian – Set a Goal      | You must set a goal during an individual consultation with the dietitian.  | 500 points   | 3              | Dietitian will add your rewards points.  |
| Work with a Dietitian – Reach Your Goal | You must reach the goal set during an individual consultation with the dietitian.  | 1,000 points | 3              | Dietitian will add your rewards points.  |
| Connect My Device                       | Sync your fitness device in the Member Wellness Center or Rewards Center to earn points for Get Moving.                                | N/A          | N/A            | No points awarded for syncing a device. You can earn points through daily steps. See “Get Moving.” |



| <b>Activity</b>                                      | <b>Description</b>  | <b>Value</b>           | <b>Times/<br/>year</b> | <b>Notes</b>   |
|--|---|------------------------|------------------------|--|
| <b>Get Moving</b>                                    | Sync your fitness device in the Member Wellness Center or Rewards Center to earn points for daily steps. You can earn 25 points/day for a minimum of 5,000 daily steps. For every 1,000 daily steps over the minimum 5,000 steps, you'll earn an additional 5 points. | <b>25</b><br>points    | 365<br>days            | You can earn a max of 50 points per day for completing 10,000 steps a day.   |
| <b>Exercise Each Week</b>                            | You can self-report exercise activities of 30 minutes or more, up to 3 times a week (week defined as Sunday through Saturday).  | <b>50</b><br>points    | 156<br>days            | You can earn 50 points 3x per week for any self-reported exercise activities. Report in the Rewards Center.                      |
| <b>Bonus for Exercise</b>                            | You can self-report exercise activities of 30 minutes or more, 12 times in a month to earn bonus.   | <b>100</b><br>points   | 12                     | You can earn 100 points 1x per month for 12 days of self-reported exercise in a month. Report in the Rewards Center.             |
| <b>Work with a Fitness Trainer – Set a Goal</b>      | You must set a goal during an individual consultation with the fitness trainer.   | <b>500</b><br>points   | 3                      | Trainer will add your rewards points.  |
| <b>Work with a Fitness Trainer – Reach Your Goal</b> | You must reach the goal that was set during your individual consultation with the fitness trainer.  | <b>1,000</b><br>points | 3                      | Trainer will add your rewards points.  |
| <b>Self-Guided Programs</b>                          | You can complete a Self-Guided Program, found on the Member Wellness Center, up to 14 times per year. Visit the Rewards Center for details on how to access Self-Guided Programs.   | <b>500</b><br>points   | 14                     | Earn up to 7,000 points. Points will automatically appear in the Rewards Center.<br><br>You can only complete each Program once. |



Download the BCBSTN<sup>SM</sup>  
and AlwaysOn<sup>®</sup> apps from  
your phone's app store.



Check out **BCBSTN** to see your benefits and claims, find care near you, check your rewards, use Teladoc<sup>™</sup> Health and connect with Nurseline. You can log in and manage your **bcbst.com** account there, too.



Use **AlwaysOn** to complete your Personal Health Assessment, connect with your health coach, sync your fitness device and find helpful health and wellness content.

# Extras to Help You Stay Healthy

## Member Discounts

With our member discount program, you can save on fitness gear, weight loss programs or even a low-cost gym membership. You can get both national discounts and local offers for savings on fitness, personal care, healthy eating, lifestyle and wellness. Our program encourages you to live a healthier lifestyle by making healthy choices more affordable.



Find your exclusive discounts by logging in at **[bcbst.com/memberdiscounts](https://bcbst.com/memberdiscounts)**.



## Fitness Your Way™

Our no-hassle member fitness program connects you with online classes and more than 10,000 gyms and fitness centers nationwide. With no long-term contracts and an easy search function for classes and facilities, Fitness Your Way makes working out simple.

- › Join with a one-time enrollment fee of \$19 and monthly memberships from \$19 to \$99.
- › You can easily find fitness centers, enroll and manage your activity online at **[bcbst.com/memberdiscounts](https://www.bcbst.com/memberdiscounts)** or by calling **1-888-242-2060**.

BlueCross BlueShield of Tennessee (BlueCross) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. BlueCross does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

BlueCross:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as: (1) qualified interpreters and (2) written information in other formats, such as large print, audio and accessible electronic formats.
- Provides free language services to people whose primary language is not English, such as: (1) qualified interpreters and (2) written information in other languages.

If you need these services, contact a consumer advisor at the number on the back of your Member ID card or call 1-800-565-9140 (TTY: 1-800-848-0298 or 711).

If you believe that BlueCross has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance ("Nondiscrimination Grievance"). For help with preparing and submitting your Nondiscrimination Grievance, contact a consumer advisor at the number on the back of your Member ID card or call 1-800-565-9140 (TTY: 1-800-848-0298 or 711). They can provide you with the appropriate form to use in submitting a Nondiscrimination Grievance. You can file a Nondiscrimination Grievance in person or by mail, fax or email. Address your Nondiscrimination Grievance to: Nondiscrimination Compliance Coordinator; c/o Manager, Operations, Member Benefits Administration; 1 Cameron Hill Circle, Suite 0019, Chattanooga, TN 37402-0019; (423) 591-9208 (fax); Nondiscrimination\_OfficeGM@bcbst.com (email).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

BlueCross BlueShield of Tennessee, Inc., an Independent Licensee of the Blue Cross Blue Shield Association

BlueCross BlueShield of Tennessee is a Qualified Health Plan Issuer in the Health Insurance Marketplace.

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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Si usted es miembro, llame al número de Servicio de atención a miembros que figura al reverso de su tarjeta de identificación de Miembro o al 1-800-565-9140 (TTY: 1-800-848-0298).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالامجان.  
إذا كنت عضواً، فاتصل برقم خدمة الأعضاء الموجود على ظهر بطاقة هوية العضو أو بالرقم 1-800-565-9140 (الهاتف النصي: 1-800-848-0298).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。

若您是會員，請撥打會員 ID 卡背面的會員服務部號碼或 1-800-565-9140 (聽障專線 (TTY) : 1-800-848-0298)。

CHÚ Ý: Nếu bạn nói tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

Nếu quý vị là hội viên, hãy gọi đến số Dịch vụ Hội viên ở mặt sau thẻ ID Hội viên của quý vị hoặc 1-800-565-9140

(TTY: 1-800-848-0298).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

가입자의 경우, 가입자 ID 카드 뒷면의 가입자 서비스 전화번호 또는 1-800-565-9140(TTY: 1-800-848-0298) 번으로 전화하시기 바랍니다.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

Si vous êtes adhérent, appelez le numéro du Service adhérents indiqué au dos de votre carte d'assuré adhérent ou appelez le 1-800-565-9140 (TTY/ATS : 1-800-848-0298).

ໂປ່ງຊາຍ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ.  
ຖ້າທ່ານເປັນສະມາຊິກ, ໃຫ້ໂທຫາເບີຂອງຝ່າຍບໍລິການສະມາຊິກທີ່ມີຢູ່ດ້ານຫຼັງບັດ ID ສະມາຊິກຂອງທ່ານ ຫຼື 1-800-565-9140  
(TTY: 1-800-848-0298).

ማስታወງ: ພາສາລາວ ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ.  
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(TTY: 1-800-848-0298).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.  
auf der Rückseite Ihrer Mitglieds-ID-Karte oder 1-800-565-9140 (TTY: 1-800-848-0298) an.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે.  
જો તમે સભ્ય છો, તો તમારા સભ્ય આઈડી કાર્ડની પાછળના સભ્ય સર્વિસ નંબર ઉપર અથવા 1-800-565-9140 (TTY: 1-800-848-0298) પર  
ગ્રાંભ કરો.

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。  
会員のお客様は、会員IDカードの裏面に記載の会員サービス番号あるいは1-800-565-9140  
(TTY: 1-800-848-0298)まで、お電話にてご連絡ください。

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.  
Kung ikaw ay isang miyembro, tawagan ang numero ng Serbisyo sa Miyembro na nasa likod ng iyong Kard ng ID ng Miyembro o sa 1-800-565-9140 (TTY: 1-800-848-0298).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।  
अगर आप सदस्य हैं तो अपने सदस्य आईडी कार्ड के पीछे दिए गए नंबर या 1-800-565-9140 (TTY: 1-800-848-0298)  
पर सदस्य सेवा नंबर पर फोन करें।

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.  
Если Вы являетесь участником, позвоните в отдел обслуживания участников по номеру, указанному на обратной стороне Вашей идентификационной карты участника, или по номеру 1-800-565-9140 (TTY: 1-800-848-0298).

توجه: اگر بہ زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد.  
در صورتیکه عضو هستید، با شماره خدمات اعضا در پشت کارت شناسایی عضو خود یا 1-800-565-9140 (TTY: 1-800-848-0298)  
تماس بگیرید.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou.  
Si ou se yon manm, rele nimewo Sèvis Manm ki sou do kat ID Manm ou an oswa 1-800-565-9140  
(TTY: 1-800-848-0298).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej.  
Członkowie mogą dzwonić pod numer działu Member Service podany na odwrocie karty identyfikacyjnej członka  
lub numer 1-800-565-9140 (TTY: 1-800-848-0298).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis.  
Caso seja membro, ligue para o telefone do serviço de Atendimento ao Membro informado no verso de seu  
cartão de identificação de membro ou para 1-800-565-9140 (TTY: 1-800-848-0298).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti.  
Se è un membro, chiami il numero del Servizio per i membri riportato sul retro della Sua scheda identificativa del  
membro oppure il numero 1-800-565-9140 (TTY: 1-800-848-0298).

Díj baa akó nínizín: Díí saad bee yánnítí'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló.  
Naaltsóos bee ná ha'dít'éego, Naaltsóos Bá Hada'dít'éhígíí ninaaltsóos nit'ízi bee nééhozinígíí  
bine'déé' Naaltsóos Bá Hada'dít'éhígíí Bee Áka'anida'awo'í bibéesh bee hane'í biká'ígíí bee hodlínih  
doodago 1-800-565-9140 (Doo Adinits'agóógo q TTY: 1-800-848-0298) bee hodiilnih.



1 Cameron Hill Circle  
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PRSR  
FIRST-CLASS MAIL  
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Look inside to see  
how you can get  
rewards for working  
on your health.

