



Moving to BlueLink TPA

FREQUENTLY ASKED QUESTIONS

What will be different after moving to BlueLink TPA?

On January 1, 2019, QCC Insurance Company (QCC), through its BlueLink TPA product, will become the new claims administrator for your benefit plan. You'll have access to the large national BlueCard® program of network providers, online resources to help you manage your benefits, and motivating tools that can help you reach your well-being goals.

Is there a new member website?

Yes. Once your benefit and membership information has been transferred, you'll have helpful information at your fingertips – day or night – with your new plan member portal at www.myqccbluelink.com. You will need to register on the portal and create a new user name and password. After registering, you can:

- view and order ID cards;
- locate network providers using Find a Doctor;
- access well-being tools;
- see how much you paid toward your annual out-of-pocket maximum spending and how much remains;
- see a benefit overview; and
- check current claim information.

Will the new plan member website include information before the transition?

No. You can find eligibility and claims information prior to January 1, 2019, on the previous claims administrator's member portal at www.ccstpa.com.

How do I find providers in the BlueCard network?

It's easy...just go to the *Find a Doctor* tool at www.myqccbluelink.com and you'll see a search bar that can help you find network doctors, hospitals, and other medical facilities. You can search by a health care provider's name, by specialty, or by the type of treatment or condition you're looking into.

If you haven't registered for www.myqccbluelink.com yet, you can search for network providers at www.bcbs.com/find-a-doctor.

Can I go to the health care provider I am currently seeing?

BlueCard gives you broad access to network providers coast-to-coast and across the globe. While it's likely that your current providers participate in BlueCard, you should check to be sure. If you can't locate your provider using the *Find a Doctor* tool, a customer experience representative will be happy to assist you.

You can save money when you use network doctors and hospitals because they cannot bill you for amounts that exceed your plan's allowance. They may bill you only for: copayments; deductibles; coinsurance; amounts that exceed your plan's maximum benefits; and amounts for services that your plan does not cover. You do not have to select a doctor as your primary care physician, and you do not need referrals to see a specialist.

If you use a hospital or doctor outside the network, you may have to pay more out of your pocket for your health care, and **the difference in the amount you pay could be significant.**

Will I receive a new ID card?

Yes, you will receive a new ID card in the mail before January 1, 2019. Your new ID card will include a new Member ID number, the plan member portal address, and the phone number to reach our customer experience team to discuss any questions about your benefits.

Will my pharmacy benefits change?

If your health benefits plan includes a prescription drug program through Prime Therapeutics, your pharmacy benefit will change on January 1, 2019. You will receive information about the changes.

If I have a medical or pharmacy prior authorization in place, do I have to get a new one?

No. Current authorizations will transfer.

How do I ensure that I continue getting the specialty medications I'm taking?

Beginning January 1, 2019, you will need to fill your specialty prescriptions through **AllianceRx Walgreens Prime** to be eligible for coverage under your pharmacy benefit. If you have recently filled a prescription for a specialty medicine, you will receive a letter with important information to help guide you through the new process.

Can I continue using Dr. on Demand?

No. Your access to Dr. on Demand ends on January 1, 2019. However, your health benefits plan *may* include MDLIVE® for virtual physician visits by phone, video consultation, or app. Log on to www.myqccbluelink.com or call the service number on your ID card to learn more.

Do you offer discounts on events my family and I can take advantage of?

Yes. The *Blue Insider*SM discount program offers discounts on family events, amusement park tickets, sporting events, online shopping, and more. You can save up to 60 percent at a wide range of national, regional, and local businesses, attractions, and events. Log in to www.myqccbluelink.com to start taking advantage of great discounts.

Will I still have access to wellness tools and programs?

Absolutely. *Achieve Well-being* includes personalized well-being tools to help you achieve your health goals. After completing a simple wellness profile, you will receive a private and personalized report detailing what you are doing well, suggested areas of improvement, and recommended focus areas. This is all available at www.myqccbluelink.com.

Will the fitness discount program still be available?

If your health benefits plan included a fitness discount program, it will no longer be available. However, your plan *may* include an updated wellness reimbursement program that can reimburse you for certain wellness-related expenses such as some eligible fitness club fees,

Weight Watchers® membership, or smoking cessation programs. Please see your enrollment materials or log on to www.myqccbluelink.com to learn if your plan includes this program.

With this transition you can also access *Blue365*® for exclusive discounts on health and wellness products and services, including select fitness clubs, weight loss plans, laser vision correction, senior care services, hearing aids, and more. Log on to www.myqccbluelink.com to learn more.

Who can help me if I have questions?

Beginning January 1, 2019, you can reach our customer experience team at 833-803-4457. They are available 8 a.m. – 6 p.m. Central Time, Monday through Thursday, and 9 a.m. – 6 p.m. on Friday.

For questions about your benefits or claims before January 1, 2019, please call the customer service number on your current member ID card.

AmeriHealth Administrators, an independent company, performs administrative services for BlueLink TPA, a product of QCC Insurance Company.

Prime Therapeutics is the Pharmacy Benefits Program (PBM) of Prime Health Services, an independent company that provides PBM services to BlueLink TPA.

Weight Watchers is a registered trademark of Weight Watchers International, Inc.

MDLIVE may not be available in certain states and is subject to state regulations. MDLIVE does not replace the primary care physician, is not an insurance product and may not be able to substitute for traditional in person care in every case or for every condition. MDLIVE does not prescribe DEA controlled substances and may not prescribe non-therapeutic drugs and certain other drugs that may be harmful because of their potential for abuse. MDLIVE does not guarantee patients will receive a prescription. Healthcare professionals using the platform have the right to deny care if based on professional judgment a case is inappropriate for telehealth or for misuse of services. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without written permission. For complete terms of use visit <https://www.MDLIVE.com/terms-of-use/>.

MDLIVE is an independent company providing telemedicine services for BlueLink TPA.

Blue365 offers access to savings on items that plan members may purchase directly from independent vendors. Blue365 does not include items covered under your group health plan administered by BlueLink TPA. The Blue Cross and Blue Shield Association (BCBSA) may receive payments from Blue365 vendors. Neither BCBSA nor BlueLink TPA recommends, endorses, warrants, or guarantees any specific Blue365 vendor or item. Discount offers are subject to change at any time.

BlueCard, Blue Insider, and Blue365 are registered marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

BlueLink TPA is a product of QCC Insurance Company, an independent licensee of the Blue Cross and Blue Shield Association.