

SELF-FUNDED ADMINISTRATIVE SERVICES

SELF-FUNDED ADMINISTRATIVE SERVICES INCLUDE:

- Medical management
- Pharmacy program
- Service excellence
- Consultative account management
- Comprehensive reporting
- Network management
- Administrative services
- Online resources
- Consumerism resources

In addition to the peace of mind that you and your employees receive by being a Wellmark Blue Cross and Blue Shield customer, you get a variety of programs and services, included in your administrative fee.

Medical management

- BeWell 24/7SM — nurse support, care navigation, decision support and advocacy services
- Medical policy monitoring and review
- Pre-service care — notifications and approvals
- Active care — concurrent review and continued stay reviews
- Advanced care — complex case management and chronic condition review

Pharmacy program

- Pharmacy program based on lowest net spend and transparency


- Clinical pharmacy programs such as step therapy, prior authorization, drug list management, dose optimization, quantity limits, copay waivers and over-the-counter programs
- Targeted member and provider educational initiatives

Service excellence

- Local, experienced customer service staff who focus on the member
- Best-in-class claims processing including coordination of benefits, fraud and abuse investigation, and workers' compensation
- Membership and enrollment administration
- Quality assurance initiatives to address accuracy of claims payment
- Corporate focus using Six Sigma and Lean to eliminate waste and non-value-added processes

Consultative account management

- Proven seamless implementation process for new groups, products and services
- Cross-functional account management team consisting of industry professionals analyzing your group-specific data, providing consultation and account-specific data-driven recommendations
- Benefit review consultation for strategic planning and the impact of legislation (i.e. health care reform)
- Experienced account service team providing support and day-to-day contact
- Employee meeting support, annual open enrollment, retiree services and orientation

 Get the most out of your administrative services.

Comprehensive reporting

- Innovative predictive modeling tools to identify members for program outreach
- Integration, account-specific health, pharmacy, utilization and billing reports
- Consultative analysis and proactive recommendations

Network management

- Comprehensive local and national network
- Substantial network savings
- Network development and administration
- Quality programs with providers
- Blue Distinction® Centers for Specialty Care
- Custom networks providing additional savings in select areas
- Blue Cross Blue Shield Global Core® international health care solutions

Administrative services

- Summary plan documents / coverage manuals

- Administrative services agreement
- 5500 reporting
- ID cards
- Explanation of benefits statements — print and online
- HIPAA resources
- Claim forms
- Manuals and guides

Employer resources

- Online employer administration tools, such as check claims status, member records maintenance, e-billing, e-payment and view eligibility and benefits
- Toolkit of printed health education materials for use at worksite
- Turnkey topic-based worksite wellness programs
- Employer reporting tools
- Web-based or electronic enrollment
- ID card ordering
- Forms available for download

Member engagement

- Personalized member portal to check claim status, view eligibility and manage benefits
- MyWellmark® Care Finder allows members to find network providers and cost estimates for common services
- Benefit education
- Member discounts (Blue365®)
- Identity protection services
- Health and wellness newsletter
- Targeted outreach initiatives
- Enrollment materials
- Pharmacy tools such as the Wellmark Drug List, Drug Interaction Checker, Pill Identifier and the ability to review prescriptions

Wellmark complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, los servicios de asistencia de idiomas se encuentran disponibles gratuitamente para usted. Comuníquese al 800-524-9242 o al (TTY: 888-781-4262).

注意：如果您说普通话，我们可免费为您提供语言协助服务。请拨打 800-524-9242 或（听障专线：888-781-4262）。

ACHTUNG: Wenn Sie deutsch sprechen, stehen Ihnen kostenlose sprachliche Assistenzdienste zur Verfügung. Rufnummer: 800-524-9242 oder (TTY: 888-781-4262).



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