

FULLY INSURED ADMINISTRATIVE SERVICES

FULLY INSURED ADMINISTRATIVE SERVICES INCLUDE:

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

In addition to the peace of mind 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
- Condition Support (disease management) for asthma, coronary artery disease and diabetes
- Pregnancy Support program
- 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
- Core Wellness Center includes online Wellness

Assessment and feedback report, health quizzes, trackers and newsletters

Pharmacy program

- Pharmacy program based on lowest net spend and transparency
- Clinical pharmacy programs such as step therapy, prior authorization, drug list management, quantity limits, copay waivers and over-the-counter program
- 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
- Quality assurance initiatives to address accuracy of claims payment

- Membership and enrollment administration
- Corporate focus using Six Sigma and Lean to eliminate waste and non-value-added processes

Comprehensive reporting

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

 Get the most out of your administrative services.

Consultative account management

- Experienced account manager and service team providing strategic planning support and day-to-day contact
- Proven seamless implementation process for new groups, products and services
- Employee meeting support (annual open enrollment, retiree and orientation)
- Cross-functional account management team consisting of industry professionals analyzing your group-specific data, providing consultation and account-specific, data-driven recommendations

Network management

- Comprehensive local and national network
- 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

- Coverage manuals
- Group insurance policy
- 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 and 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 tool
- Web-based or electronic enrollment
- ID card ordering
- Forms available to download

Member engagement

- Personalized member portal to check claims 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).



Wellmark Blue Cross and Blue Shield of Iowa, Wellmark Health Plan of Iowa, Inc., Wellmark Synergy Health, Inc., Wellmark Value Health Plan, Inc. and Wellmark Blue Cross and Blue Shield of South Dakota are independent licensees of the Blue Cross and Blue Shield Association.