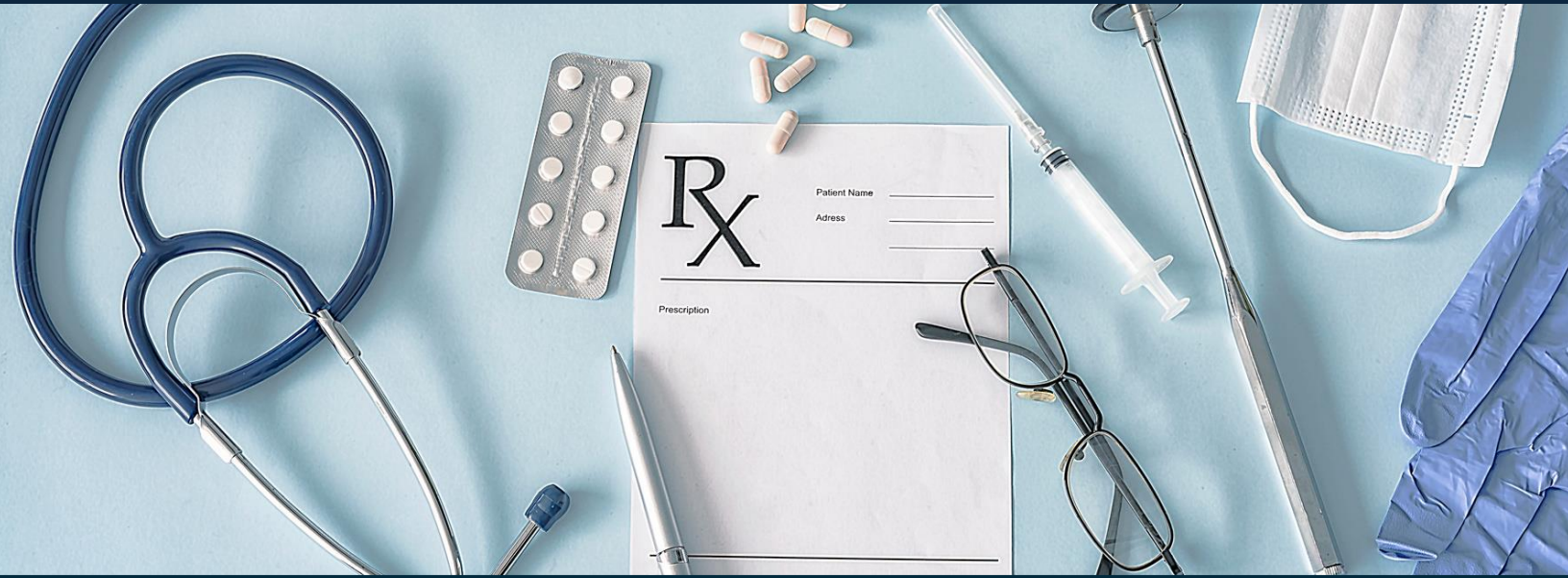


June 2024



KNOW WHERE TO GO WHEN YOU NEED MEDICAL CARE

When your doctor is not available and you need medical care, it's good to know your options. You'll save time and money while getting the right care at the right place. You have many options to choose from, but choosing the best one for your unique health situation can sometimes be difficult. Below you will find your options for medical care. As you continue reading you will understand the difference between these five options along with descriptions and information about when to access them, and how.

Your Options:

- HealthLineBlue
- Teladoc (telehealth)
- Convenience Care Center
- Urgent Care Center
- Emergency Room

To learn more visit bluecrossNC.com/knowyouroptions.



KNOW WHERE TO GO WHEN YOU NEED MEDICAL CARE

YOUR MEDICAL CARE OPTIONS

BENEFIT SPOTLIGHT: MY PREGNANCY APP

7 WAYS TO GET BETTER SLEEP

TIRAMISU OVERNIGHT OATS

RESOURCES TO KNOW

HEALTHLINEBLUE

- Nurses to answer your health questions 24/7
- Help with choosing where to go for care
- **Get Started:**
 - Call 1-877-477-2424
 - Average Wait Time = 46 seconds
 - Your Cost = \$0

CONVENIENCE CARE CENTER (MINUTECLINIC)

- Basic care from a nurse practitioner
- Convenient for minor health issues like sprains, rashes, or pink eye.
 - Average Wait Time = 10 minutes
 - Average Cost = \$11 (varies by plan)

TELADOC (TELEHEALTH)

- Get a video consult with a doctor 24/7
- Convenient for minor health issues like sore throat, allergies, or colds.
- **Get started:**
 - Visit teladoc.com
 - Average Wait Time = 5 minutes (can vary)
 - Average Cost = \$45 (varies by plan)

URGENT CARE CENTER

- Fast care from a doctor, nurse practitioner, or physician assistant
- Often open after 5:00pm and on weekends
 - Average Wait Time = 30 minutes or less
 - Average Member Cost = \$62 (varies by plan)

EMERGENCY ROOM

- Care for severe emergencies available 24/7
 - Average Wait Time = 2 hours
 - Average Member Cost = \$491 (varies by plan)

Where to Go for Care and When

If you are experiencing any of these health situations know where to go to get the right care when you need it.

MINOR HEALTH ISSUES:

- Sore or Strep Throat
- Minor Fevers
- Allergies
- Cough, Colds, and Flu
- Nasal Congestion
- Rashes/Ringworm
- Pink Eye
- Minor Scrapes, Cuts, and Sprains

MODERATE HEALTH ISSUES:

- Migraines
- Vomiting and Diarrhea
- Fevers
- Asthma Attacks
- Severe Cough
- Minor Reactions to Medications
- Animal Bites
- Wounds Requiring Stitches

LIFE THREATENING EMERGENCIES:

- Chest pain
- Trouble Breathing
- Suddenly Unable to Speak, See, Walk, or Move
- Severe Abdominal Pain
- Coughing or Throwing Up Blood
- Head Trauma
- Major Broken Bones
- Seizures or Convulsions

WHERE TO GO:

- HealthLine Blue
- Teladoc
- Convenience Care
- Urgent Care

WHERE TO GO:

- HealthLine Blue
- Urgent Care

WHERE TO GO:

- Emergency Room

BENEFIT SPOTLIGHT: MY PREGNANCY APP

It's in everyone's best interest to make sure members stay informed, empowered and supported throughout a pregnancy. Blue Cross and Blue Shield of North Carolina (Blue Cross NC) offers the My Pregnancy app – an easy-to-use smartphone app that provides information, tools and resources from a trusted source – at no additional cost.

Pregnancy can be a time full of questions and concerns. These can be quickly addressed with My Pregnancy's click-to-call feature that connects a member to a nurse. A high-risk identifier program can help spot issues early and refer a member to case management for further support. This can help improve outcomes and reduce medical expenses associated with high-risk pregnancies.

WHAT MAKES THE MY PREGNANCY APP DIFFERENT?

There are a lot of pregnancy apps out there. Many are loaded with ads with content that's not necessarily from reputable medical sources. My Pregnancy offers reliable medical content and is integrated with your Blue Cross NC health benefits.

WHAT DOES MY PREGNANCY APP OFFER?

- Week-by-week updates
- Due date calculator
- Weight gain calculator
- Pregnancy milestones
- Symptom search
- Personalized healthy pregnancy actions
- Baby kick counter
- Daily tips and affirmations
- Baby Boost relaxation tool
- Birth Plan template

WHAT TO EXPECT:

- Information from a trusted source
- Integration with insurance benefits
- Click-to-call nurse line available 24/7
- Case management referrals for high-risk indicators
- Personalized content
- HIPAA-compliant
- No advertisements



AVAILABLE IN THE APP STORE:

- Available for Apple and Android.
- Search for **My Pregnancy Blue Cross NC** and follow the prompts to download.



7 WAYS TO GET BETTER SLEEP

It is easy to take sleep for granted if you have never struggled with insomnia, but not getting enough sleep can disrupt your physical, emotional, and mental wellbeing. Prioritizing sleep helps ensure your body gets the rest it needs to keep you functioning at your best.

HERE ARE 7 WAYS TO GET BETTER SLEEP:

- **Keep a Sleep Diary.** Record insights about your sleep patterns in a journal. Pay particular attention to how you feel at different times of the day, how caffeine or other foods affect your sleep, and any other recurring themes you notice.
- **Stick to a Schedule.** Experiment with different sleep schedules to see which one results in the best sleep quality. A consistent sleep schedule supports your body's natural rhythms.
- **Track Your Sleep.** Wearable devices help track your movement and detect rest and non-rest activities. This feedback can be used to better understand your sleep patterns, and help you pinpoint where to focus your efforts to get better sleep.
- **Protect Quiet Time.** Noise disrupts brain function and makes it more difficult to fall and stay asleep. Loud noise may even disrupt your heart rhythms, which can increase the risk of blood clots, stroke, and heart failure.¹ Adjusting the lighting and room temperature may also help improve your sleep.
- **Avoid Stimulants.** Stimulants like caffeine and tobacco disrupt sleep and cause other health problems, so it may be helpful to make small adjustments to your daily routines. For example, try avoiding stimulants after noon and see how it affects your sleep.
- **Boost Your Physical Activity.** Consistent physical activity helps maintain your circadian rhythms, which can help you to get better sleep.
- **Try A Sleep Aid.** Over-the-counter sleep aids may help you fall and stay asleep. Some of these products can interfere with other medications, so be sure to check with your doctor before taking a sleep aid or supplement.

If you are unable to find relief using self-care strategies, talk with your doctor about other treatment options or testing that may be needed to assess your symptoms.



TIRAMISU OVERNIGHT OATS

Prep Time | 5 Minutes | Rest Time | 4 Hours | Servings | 3

INGREDIENTS:

- 1 cup rolled oats
- 3/4 cup strong brewed coffee, cooled
- 1/4 cup milk
- 2 tablespoons chia seeds
- 1/2 teaspoon cinnamon
- 2 tablespoons maple syrup
- Pinch of salt
- *Optional 1 scoop chocolate protein powder
- Vanilla greek yogurt for topping
- Cocoa powder for topping



INSTRUCTIONS:

In a bowl mix together the oats, coffee, milk, chia seeds, cinnamon, maple syrup, salt and the protein powder if using.

Divide between 3 small containers and refrigerate for 4 hours or up to overnight, most of the liquid will be absorbed.

Spread the yogurt over top each container of overnight oats and sift cocoa powder overtop for the classic tiramisu look. This step does not need to be done in advance, feel free to leave this step for right before you eat.

NUTRITION FACTS

Calories 285
Total Fat 9.1g
Sodium 83mg
Carbohydrate 44g
Dietary Fiber 7g
Protein 13.5g

Benefit	Vendor	Website/Email/Contact
Medical	BlueCross BlueShield of NC	https://www.bluecrossnc.com/
Blue Connect	BlueCross BlueShield of NC	Blue Connect
My Pregnancy Program	BlueCross BlueShield of NC	Download the <i>My Pregnancy through Blue Cross NC</i> app to get started
NCHIP Concierge	BlueCross BlueShield of NC	1-800-795-9402
Mental Health/Substance Abuse	BlueCross BlueShield of NC	Find a therapist Headway

HAVE SOMETHING YOU
WANT TO SHARE?
LET US KNOW!

