

# BlueCares VIP Service

## FAQs

### **Can my spouse and dependents also register for the program?**

Yes. Your spouse and dependents can register if they are covered by a Blue Cross and Blue Shield of Nebraska health plan. To register, you will be asked to enter an access code and your member ID.

### **Can I get additional ID cards via this service?**

Yes. Your health care assistant can order replacement or additional cards for you.

### **How is BlueCares VIP Service different from myNebraskaBlue?**

BlueCares VIP service is a one-stop shop for all your personalized health benefit needs and questions. Your health care assistant will help you navigate everything from simple benefits questions to critical care needs and everything in between.

### **Can my health care assistant access my claims and benefit information?**

Yes. Your health care assistant can check the status of claims and answer any question you may have about them or your benefits.

### **Who can participate in the program?**

You must be enrolled in a Blue Cross and Blue Shield of Nebraska of health plan to participate. You will be asked to enter an access code and your member ID (found on your ID card).



### **Will my information be kept confidential?**

All communication channels are HIPAA compliant and completely confidential. Your information is secure and will not be shared.

### **Can I access my health care assistant if I am traveling outside the U.S?**

If you can access your cellular network, you will be able to connect with your health care assistant through the app.

### **Can my health care assistant help find in-network doctors or specialists?**

Yes. Your health care assistant has access to a wide range of in-network doctors, specialists and medical facilities that best fit your needs. They will help you navigate the health care system, so you can get the care you need.

### **Will I be able to get help with a new diagnosis or managing a current chronic condition?**

Yes. Your health care assistant will team up with one of our nurses to answer health questions. Your care team can help with issues like diabetes, asthma, COPD and others.

### **Is there a charge for any of the services offered?**

No. All services provided by your health care assistant or nurse are completely free for you and your dependents.

### **Can I get help with other wellness issues, like losing weight or pregnancy care?**

Yes. Your health care assistant will develop a personalized plan to help you reach your wellness and health goals.

### **Can I communicate with my health care assistant 24/7?**

You can send text or chat messages 24/7. Because your health care assistant is a real person and not a bot, they will respond during regular business hours, Monday through Friday, 7:30 a.m.–4:30 p.m. CT. You may receive an automated message outside these times.

### **Am I able to receive information regarding health and wellness through the app?\***

Yes. The BlueCare VIP Service features an extensive library of information. Your health care assistant will work with you to ensure you are getting the information you want. If at anytime you want to stop receiving information, just let your health care assistant know.

### **Who can help me sign up if I am having trouble?**

Any one of the Blue Cross and Blue Shield of Nebraska nurses can help you sign up. Please call **844-201-1546**, 7:30 a.m.–4:30 p.m. CT., Monday through Friday. If you are having technical issues with the app, please call Wellframe's Help Desk at **844-452-4085**.