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<b>Baby Blueprints®</b>	Baby Blueprints® is a free program that offers expectant Highmark members educational information on all aspects of pregnancy through multiple printed and online resources during each trimester of pregnancy. Topics include prenatal care, proper use of medications, avoiding alcohol and tobacco, working, travel considerations, nutrition and weight gain, exercise, body changes, and many others. Baby Blueprints will also provide program participants access to individualized support throughout their pregnancy from a nurse Health Coach.
<b>Behavioral Health Care Management Program</b>	<p>The key objectives of Highmark’s Behavioral Health Care Management Program include, but are not limited to, ensuring timely access to appropriate quality outpatient specialty services; encourage adherence to evidence-based treatment standards; and support behavioral health care needs of members in active treatment with primary care physicians.</p> <p>The behavioral health care management team works closely with health care providers to coordinate all aspects of services for its members with both medical and behavioral health needs, especially members with chronic medical conditions complicated by conditions such as depression and anxiety.</p>
<b>Benefit Period</b>	The specific period of time during which charges for covered services must be incurred in order to be eligible for payment by the health plan. A charge is considered incurred on the date a member receives a service or supply for which the charge is made.
<b>BlueCard® Program</b>	The BlueCard® Program was developed by the Blue Cross Blue Shield Association to facilitate the national delivery of health care services to members of all Blue Plans when they travel or live outside of their Home Plan area. It is most commonly used in situations in which an employer group with headquarters in one Blue Plan area has employees located in one or several other Blue Plan areas. The program links participating health care providers with the independent Blue Cross and/or Blue Shield Plans across the country and in more than 200 countries and territories worldwide through a single electronic network for claims processing and reimbursement. The program lets you submit claims for patients from other Blue Plans, domestic and international, to your local Blue Plan.
<b>Blue Distinction® Programs</b>	Blue Distinction® is the Blue Cross and Blue Shield national doctor and hospital recognition program. Blue Distinction includes three programs: Specialty Care, Total Care, and Flexible Network. The foundation of Specialty Care is the quality-focused Blue Distinction Center designation. Total Care is a national program that recognizes doctors who spend more time on prevention, holistic (“total”) care, and personalized care planning for their patients. Flexible Network is the nation’s largest custom-tiered network solution, enabling group accounts to achieve the optimal balance of savings and employee access via customizable benefit levels.

<p><b>BlueExchange®</b></p>	<p>BlueExchange® simplifies your exchanges for out-of-area members using HIPAA compliant transactions. The Blue Cross Blue Shield Association developed BlueExchange as a gateway for routing inquiries about out-of-area members between providers and the member’s Blue Plan.</p> <p>BlueExchange transactions submitted through Highmark are routed to the member’s Blue Plan based on the 3-character prefix. There are three primary types of transactions that can be routed via BlueExchange:</p> <ul style="list-style-type: none"> <li>• Eligibility and Benefits Inquiry,</li> <li>• Claim Status Inquiry, and</li> <li>• Referral/Authorization Requests.</li> </ul> <p>Each of these transactions can be initiated through Highmark’s BlueExchange portal within NaviNet.</p>
<p><b>Blues On Call<sup>SM</sup></b></p>	<p>Blues On Call<sup>SM</sup> provides 24/7 health decision support. Highmark members can call <b>1-888-BLUE-428</b> (1-888-258-3428) 24 hours a day, every day of the year to be connected to a specially-trained wellness professional. The Blues On Call team includes health coaches who provide support over the telephone to discuss health information, assist with health decisions, and offer educational material including audio and videotapes.</p>