

# 2026 Health Management Programs

Available to members of the Blue Cross and Blue Shield Service Benefit Plan.

The Blue Cross and Blue Shield Service Benefit Plan offers **health management programs** to eligible members to address their medical and mental health needs. The purpose of these programs is to keep members healthy:

- Address members' emerging health risks.
- Assist members to improve safety and health outcomes.
- Offer support to members who have complex or chronic health conditions.

Members can access or find out more about these **health management programs** by calling the Customer Service number on their member ID card.

Health management programs <sup>1</sup>	Who should sign up?	How can members access the program?	How does this program work?
<b>Annual wellness reminder</b>	<ul style="list-style-type: none"> <li>• Men or people assigned male at birth 45 and older</li> <li>• Women or people assigned female at birth 40 and older</li> </ul>	Eligible members will receive an annual mailer or email.	Wellness reminders are distributed during a member's birthday month. These messages emphasize the importance of age- and gender-appropriate preventive screenings, immunizations and tips for healthy living. This information can be used as a reference for discussion with a health care provider.
<b>Cervical cancer screening education</b>	Members 21 to 64 years old who are due for their cervical cancer screening	Eligible members may receive education information via mail or email.	The messages explain the importance of cervical cancer screening and encourage members to set up a screening appointment.
<b>Childhood immunizations</b>	Parents of children turning three months old	Parents receive a one-time letter with recommended immunizations.	These mailers provide education about the importance of well-child visits, immunizations and dental care within the first two years of life. Parents can discuss the information in the mailer with their child's health care provider.
<b>Colorectal cancer screening education</b>	Members over 45 years of age	Eligible members may receive educational information via mail or email.	Educational information provides members with guidance about how to stay current with colorectal cancer screenings and options.

1. The Blue Cross and Blue Shield Service Benefit Plan contacts eligible members who could benefit from these programs and invites them to participate. Members can opt in or opt out by informing their care manager.



**BlueCross  
BlueShield**

Federal Employee Program.

Health management programs	Who should sign up?	How can members access the program?	How does this program work?
<b>Complex case management programs</b>	Members with a complex medical condition or newly diagnosed condition	Members receive a call from their assigned case manager and can also call the Customer Service number on their ID card. For direct access, FEP® members can call <b>1-800-462-3275</b> and follow the prompts: <ul style="list-style-type: none"><li>• Say <b>member</b>.</li><li>• <b>Press 1</b> to reach FEP health coordinators.</li><li>• When requested, <b>enter eight-digit R#</b> from your member ID card.</li></ul>	Case managers educate members about their conditions and offer guidance to improve overall health. They work with members to ensure they have the support and resources they need to navigate the health care system.
<b>Controlling blood pressure education</b>	Targeted population of members who have a diagnosis of hypertension	Eligible members may receive educational information via mail or email.	Educational information provides members with guidance about controlling their blood pressure and the importance of frequent blood pressure checks with their providers.
<b>Emergency department utilization</b>	All members on a current contract	<b>Know-where-to-go</b> information is offered to Service Benefit Plan members via mail or email.	Messaging provides members with information to access 24/7 Nurseline, telehealth services and resources to locate urgent care clinics. FEP clinicians reach out to members by phone and provide members with 24/7 phone access to care team members to support execution of new care plans and answer questions. Members who have been hospitalized may receive outreach from clinicians regarding follow-up post-hospital stay.
<b>UpToDate®</b> , formerly Expectation management and medical information (Emmi®)	Members who want additional information about their medical condition or planned medical/surgical intervention	Case managers may email materials about specific conditions or concerns to members in a care management program. Members can also request information from their case managers, who will then email the material.	UpToDate materials are designed to increase preventive care, encourage self-management of medical conditions and improve medical/surgical intervention outcomes. Members in both case and disease management programs can request UpToDate education modules from their case manager.
<b>HbA1c education</b>	Targeted population of members who have Type I or Type II diabetes	Eligible members may receive educational information via mail or email.	Messages focus on guidance for members to stay current with diabetes-specific screenings.



**BlueCross  
BlueShield**

Federal Employee Program.

Health management programs	Who should sign up?	How can members access the program?	How does this program work?
<b>Disease management</b>	<p>Members who have one or more of the following health conditions and/or comorbidities:</p> <ul style="list-style-type: none"><li>• ALS</li><li>• Asthma</li><li>• Bleeding disorders</li><li>• Bronchiectasis</li><li>• Chronic kidney disease</li><li>• COPD (Chronic obstructive pulmonary disease)</li><li>• Congestive heart failure</li><li>• Connective tissue disorders</li><li>• Coronary artery disease</li><li>• Crohn's</li><li>• Cystic fibrosis</li><li>• Demyelinating diseases</li><li>• Diabetes</li><li>• Epilepsy</li><li>• Hemophilia</li><li>• HIV (Human immunodeficiency virus)</li><li>• Hypertension</li><li>• Inflammatory bowel disease</li><li>• Lipoprotein metabolism</li><li>• Liver disease</li><li>• Low back pain</li><li>• Lupus</li><li>• Metabolic diseases</li><li>• Movement disorders</li><li>• Multiple sclerosis</li><li>• Myasthenia gravis</li><li>• Myositis</li><li>• Parkinson's</li><li>• Peripheral vascular disease</li><li>• Rheumatoid arthritis</li><li>• Sarcoidosis</li><li>• Scleroderma</li><li>• Seizure disorders (Epilepsy)</li><li>• Sickle cell disease</li><li>• Spinal muscular atrophy and related syndromes</li><li>• Stroke</li></ul> <p>Support is also available for:</p> <ul style="list-style-type: none"><li>• Lifestyle coaching</li><li>• Maternity/prenatal/postpartum</li><li>• Tobacco cessation</li><li>• Weight management</li></ul>	<p>Members can call the Customer Service number on their ID card and ask to be transferred to the disease management team.</p> <p>For direct access, FEP members can call <b>1-866-412-8795</b> and follow the prompts:</p> <ul style="list-style-type: none"><li>• <b>Say FEP</b> or press 2.</li><li>• When requested, <b>enter eight-digit R#</b> from your member ID card.<sup>2</sup></li><li>• <b>Press 2</b> for PPO to reach a health coordinator.</li></ul>	<p>Disease management supports members who are identified as having one or more of the conditions and/or comorbidities listed by helping them adopt effective self-care habits to better manage their health condition(s).</p> <p>Members may be contacted by phone and/or letter.</p>

2. If you do not have your ID number, stay on the line and say FEP when prompted, then press 2 for PPO to reach a health coordinator.



**BlueCross  
BlueShield**

Federal Employee Program.

Mental health programs	Who should sign up?	How can members access the program?	How does this program work?
<b>Mental health case management and intensive case management programs</b>	All members with a mental health or substance use condition, including those with a newly diagnosed mental health or substance use condition	Members receive a call from their assigned behavioral health case manager. If the case manager is unable to reach the member, a letter will be mailed.  Members can also call the Customer Service number on their ID card and ask to be connected to Behavioral Health Case Management.	Behavioral health case managers provide education and support members with mental health or substance use conditions. BH case managers can: <ul style="list-style-type: none"><li>• Assist with coordination of care.</li><li>• Connect members to local support groups/resources.</li><li>• Help navigate the health care delivery system.</li></ul>

Pregnancy care program	Who should sign up?	How can members access the program?	How does this program work?
<b>Pregnancy care program</b>	Members can enroll when trying to become pregnant or at any point in their pregnancy journey	Eligible members receive a call from their assigned case manager. Members can also call the Customer Service number on their ID card and ask for the pregnancy care program. For direct access, FEP members can call <b>1-800-462-3275</b> and follow the prompts: <ul style="list-style-type: none"><li>• <b>Say member.</b></li><li>• <b>Press 1</b> to reach FEP health coordinators.</li><li>• When requested, <b>enter eight-digit R#</b> from your member ID card.</li><li>• <b>Press 2</b> for PPO to reach a health coordinator.</li></ul>	This program offers members who are pregnant or trying to become pregnant ongoing support, resources and education throughout their pregnancy journey and into postpartum. Experienced obstetric nurses connect with members, which may help identify possible pregnancy risks early, when intervention can lead to better outcomes.