



## Member Newsletter

March 2023

### TIPS TO BE YOUR HEALTHY BEST

Learn how you can prevent colorectal cancer with regular screenings.

#### Kicking colon cancer when it counts

March is Colorectal Cancer Awareness month — and for good reason! Colorectal cancer is one of the most commonly diagnosed cancers, and, according to the [American Cancer Society](#), is expected to afflict more than 153,000 people and claim close to 53,000 lives in the U.S. this year alone. But it doesn't have to be that way. Colorectal cancer (cancer of the colon or rectum) can be found early during routine colonoscopies, which should begin at age 45, according to the U.S. Preventive Services Task Force. And when found early, it's easier to treat.

[Learn about screenings](#)



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## MEMBER WELLNESS

*Information to live well*

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### COLORECTAL CANCER SCREENING AND ONE MAN'S STORY

Colonoscopies are recommended for anybody age 45 or older, whether or not a person experiences symptoms. As one of the most preventable and treatable cancers when

Pat Kehoe was 52 years old in 2020 when he noticed a small amount of blood in his stool. Having no family history of colorectal cancer and no other medical issues, he wasn't overly concerned, but checked in with his doctor just to be safe.

What happened next serves as a cautionary tale about the importance of getting recommended screenings.

[Read more](#)

caught early, read why you shouldn't skip this important screening.



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## TIPS FOR MEMBERS

*Information to help you understand and make the most of your healthcare*

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### GET GREATER ACCESS TO PLAN BENEFITS AND SERVICES WITH A SECURE ACCOUNT

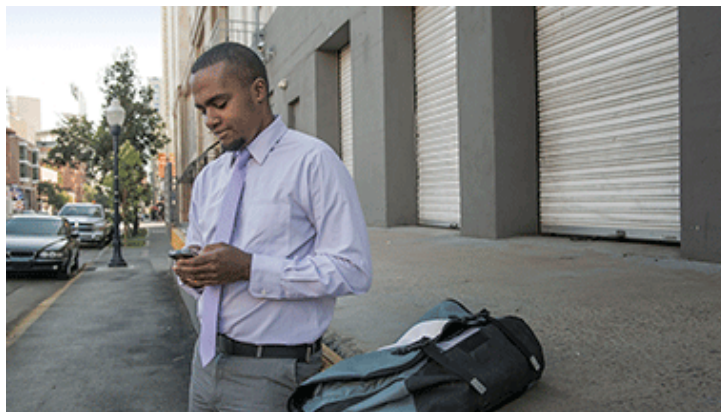
A secure account is the key to unlocking your health plan!

With your Capital Blue Cross secure account, you can:

- Contact Member Services by email.
- Find in-network providers.
- Manage benefits and available programs.
- Review claims and explanation of benefits.
- Submit medical claims electronically.
- View, print, or request a new member ID card.
- Update contact information and communication preferences.

It only takes a minute to set up your secure account. Make sure to have your Capital Blue Cross member ID card when you're ready. [Register for one today](#). Already have a secure account? Sign in and take a look around to get more familiar with your plan.

[Get started](#)



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If you do not have a pharmacy benefit, your employees did not get the pharmacy-focused content in this article.

## NEED TO FILE AN APPEAL? REMEMBER THIS KEY TIP

Knowing this important step can help you save time and avoid runarounds.

Insurance can be complicated. At Capital Blue Cross, we aim to make insurance the first thing you can rely on and the last thing on your mind. But sometimes, mistakes happen. You and your healthcare provider can work together to file an appeal.

Visit our [forms page](#) to find the right forms for an appeal or grievance. Your providers can submit the paperwork for you, but you must first sign the [Authorization of Designated Appeals Representative form](#), giving them authorization to do so. **If you do not sign the form, we can't accept it.** This key step protects you and your privacy. You can download, print, and sign the form so it's ready at your next appointment.

If your Capital Blue Cross plan includes prescription drug coverage, check what medications are covered by your plan (your healthcare provider may not know). You can confirm your medications are covered in a few short steps.

1. [Log in](#) to your secure account.
2. Click on the 'prescription benefits' link under Coverage.
3. Choose the 'Prescription Benefits' box.
4. Use 'Find medicines' to see if your medication is covered.

Have questions about what services are available to you? You can always call Member Services at the number on the back of your ID card.

Don't have a secure account? [Register](#) one today!



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If you do not have this benefit or product, your employees did not see this content.

## YOU CAN VISIT THE DENTIST — FROM HOME!

Pressed for time, don't love the dentist's office, unsure if a visit is warranted? Ease your mind and still get good dental care with DigiBite.

DigiBite is a teledentistry app available through your Capital Blue Cross Dental plan that allows you to see a dentist without visiting the dentist's office.

Using DigiBite is as easy as flossing!

- Download the DigiBite app to your mobile device.
- Complete an oral health questionnaire when you register.
- Upload any supporting documents and photos (if applicable), and choose the type of visit you want.

That's it! You can access a live video consultation right away or submit a request for an offline virtual consult, typically scheduled within 24 – 48 hours. During your visit or consultation, you could receive a preliminary diagnosis or a second opinion, and your DigiBite provider will provide a full visit report. Within 48 hours after your visit or consultation, you'll get a personalized treatment plan, which may include instructions to visit an in-network provider for in-person follow-up care as needed.

DigiBite takes the stress out of handling paperwork as well — if there's a cost balance after your dental plan has been applied, you can pay it in the app at the time of service.

[Download DigiBite](#)

If you have questions or want to confirm that your plan includes DigiBite, call the Capital Blue Cross Dental telephone number on the back of your ID card.



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## PROMOTIONS JUST FOR MEMBERS

*The latest in products, services, and events*

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### READY TO GET FIT? WE HAVE A SPECIAL DEAL JUST FOR YOU.

With Fitness Your Way, take advantage of thousands of local gyms nationwide or sign on to get fit at home. Work out where you want, when you want. Packages start at \$10 a month.

Start your fitness journey now with Fitness Your Way — and take advantage of this **special offer** when you sign up in March.

With Fitness Your Way's 2023 programs, you have lots of options to exercise when you want, where you want, and on a budget that meets your needs. From access to up to 10,000 gyms nationwide to a virtual-only digital membership starting as low as \$10 per month.

Visit Fitness Your Way on Blue365<sup>®</sup> between March 1 and March 30, and use the promo code **MARCHWAIVED** at checkout to waive your program enrollment fee (you'll need your Capital Blue Cross ID card too).

[Save on fitness](#)



Fitness Your Way is by Tivity Health, Inc. On behalf of Capital Blue Cross, Tivity Health, Inc. assists in the administration of fitness programs. Tivity Health is an independent company.

A white mailbox overflowing with papers, symbolizing clutter. The mailbox is on a wooden post and has a red handle. The background is a blurred outdoor scene.

**Simple,  
clutter-free  
claim information**

Change your Claims  
preference to "Email."

**Enroll today**

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