

September 2020

[CapitalBlueCross.com](https://www.CapitalBlueCross.com)

FIND MORE: NEWS FOR YOUR HEALTH

Capital Journal is home to health and wellness articles just for you. Have questions about health screenings, mental wellness, or preventive care? See if we have what you're looking for. Below are the latest.

Vaccines for Adults

Most of us get immunized as children, but we need more vaccines when we are adults. Find out which shots you need, where you can get them, and why they are important.

Chronic Pain and Safe Pain Management

Living with chronic pain can impact a person's quality of life, causing changes in mood, ability to do day-to-day activities, and even depression. But sometimes our best medications come with risk. Chronic pain is often treated with opioid pain relievers, which can lead to addiction and overdose. So when taking these medications, be aware of the signs.

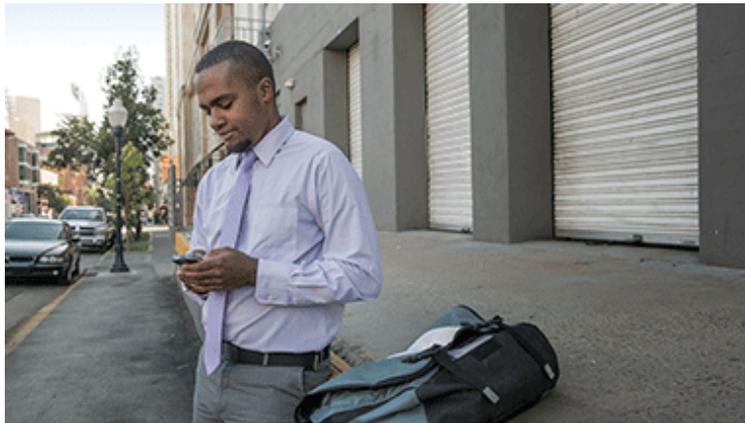


GO PAPERLESS — GET EMAILS WHEN EOBs ARE READY

Sign up to receive an email when you have a new medical Explanation of Benefit (EOB) to view online. An EOB is a statement explaining what medical services were paid on your behalf by your health plan benefits. The email has a link that takes you directly to the EOB after you log in to your secure account at [CapitalBlueCross.com](https://www.CapitalBlueCross.com).

Signing up is easy! Log in to your secure account and **update your Claims preference** to “Email.” If you sign up for notification emails, you won’t receive EOBs in the mail. Less paper to sort through! (You can change your Claims preference at any time.)

Your Claims preference applies to medical EOBs for all members under your coverage.



SPLIT FILL HELPS YOU GAIN CONFIDENCE AND SAVE TIME

Beginning October 1, 2020*, Capital BlueCross will start a Split Fill program to minimize drug waste. Split Fill identifies specialty drugs with early discontinuation or dose modifications because your body could not tolerate it.

If you are prescribed one of these drugs, the specialty pharmacy will ask if you want to participate in the program and receive a smaller initial dose of the medication at a pro-rated cost, though you may be subject to an extra dispensing

fee. Once found to be tolerable, you can fill the full prescription or, if intolerable, discontinue use.

By splitting the supply, you can save on the cost of the medication while determining how your body handles it and if it works. Because these prescriptions are filled through mail order, you do not need to make multiple trips to a pharmacy in order to participate in the program. The Split Fill may occur for up to three months to ensure toleration and effectiveness.

Be on the lookout for updates to our [Guide to Prescription Drug Benefits](#) to see which drugs are eligible for the Split Fill program.

*The program will begin to take effect October 1, 2020, but your particular health plan may not yet be eligible. If eligible, your specialty pharmacist will ask if you would like to participate in Split Fill.



If your group does not have this benefit or product, your employees did not see it in their version of the newsletter. If you are interested in more information about the benefit or product, contact your account executive.

NEW CAPITAL BLUE CROSS CONNECT IS OPEN NEAR YOU

Our [Capital BlueCross Connect](#) health and wellness centers are a great community hub for health and wellness events, fitness classes, one-on-one time to address insurance questions, and more. We love offering you a place to get what you need.

Our newest location is now open near you in Chambersburg, by appointment only during the pandemic. You can plan a visit now by [making an appointment online](#), or sign up for a virtual fitness class. We can't wait to see you!

[Check it out](#)



Promotions Just for Members

The latest in products, services, and events

REMINDER! VIRTUAL CARE IS FREE THROUGH OCTOBER 23

Now that fall is upon us and the temperature is changing, you may be getting sniffles. That's nothing to sneeze at during the COVID-19 pandemic. So we are happy to remind you that through October 23, when you get care using **Capital BlueCross Virtual Care**, you get it without paying a dime. That's right: it's free.

With Virtual Care, get the care you need, from routine medical help to therapy and counseling — including psychiatry. And with Virtual Care's large network of providers, you can be assured they'll call in whatever prescriptions you need as well.

All you need is your phone, tablet, or computer. It's easy to get started.

- Download the Capital BlueCross Virtual Care app from your preferred app store or go to the **Virtual Care website**.
- Create an account and be sure to include your Capital BlueCross member ID number.
- When you need care, choose the type of service you need from Capital BlueCross Virtual Care.



We would also like to remind you about the **Capital BlueCross COVID-19 resource page**. Stay healthy and stay safe.



Virtual Care is not available on Individual HMO plans. Refer to your Certificate of Coverage for benefit details. Copays and deductible may apply.

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Member Wellness

Information to live well

OUR MOST IMPORTANT FLU PREVENTION SEASON EVER

It's likely that flu viruses and the virus that causes COVID-19 will both spread this fall and winter. This means getting a flu vaccine is more important than ever.

According to the [Centers for Disease Control and Prevention](#), the flu vaccine prevents millions of cases and flu-related doctor's visits each year. For example, during 2018 and 2019, flu vaccination prevented an estimated 4.4 million influenza illnesses, 2.3 million influenza-associated medical visits, 58,000 influenza-associated hospitalizations, and 3,500 influenza-associated deaths.

Remember, by getting the flu shot, you're protecting yourself and those around you from contracting about half of all flu viruses.

Get your flu shot

If you have Capital BlueCross pharmacy coverage, getting a flu shot is included as a covered preventive benefit in your health plan. You can get your flu shot from your doctor, or by visiting a retail network pharmacy at no cost. Vaccines are also available at supermarkets and health clinics.

Log into your secure account at [CapitalBlueCross.com](#) to use MyCare Finder for a healthcare provider (if you don't have one) or a participating pharmacy. Though many pharmacies advertise walk-ins, call ahead to confirm the

vaccine is available and whether or not you need an appointment.



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Replies to this mailbox are unmonitored. [Contact Us](#).

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