



# Medicare Supplement Frequently Asked Questions

## VALUE-ADDED BENEFITS

**Q: What are the value-added benefits?**

A: Starting January 1, 2021, new value-added benefits for Medicare Supplement plans include a \$0 annual routine hearing exam, discounts on hearing aids, and access to the 24/7 Nurseline. These benefits will be added to existing value-added benefits which include Blue365 (blue365deals.com) which offers health and wellness discounts and is free to join.

**Q: When do members get these benefits?**

A: As of January 1, 2021, current Med Supp members with standardized plans and new members will get these benefits.

**Q: Who is eligible?**

A: Members with standardized plans (e.g., letter plans) in all states will have value-added benefits as part of their plan. This will apply to members on both Vantage and Facets, as long as they have a standardized plan.

**Q: What is the contact information for each value-added benefit?**

A: Contact information can be found on the Extra Health and Wellness pages of our Medicare plan websites. (<https://www.bcbsil.com/medicare/blue-cross-medicare-options/med-supp-options/extra-health-wellness-benefits>)

**Q: Who administers the value-added benefits?**

A: Hearing benefits are provided by TruHearing. The 24/7 Nurseline is powered by Carenet. Vision benefits are provided by EyeMed.

**Q: How are value-added benefits accessed?**

A: Illinois members can access hearing benefits by contacting TruHearing directly at 1-844-799-3555. The 24/7 Nurseline is available 24/7/365 at 1-800-361-7023 (TTY 711) in all five plan states.

**Q: Will separate ID cards be issued for these benefits?**

A: No, separate ID cards will not be issued. Members will receive a welcome mailer from BCBSIL with information about how to access the new hearing benefits and 24/7 Nurseline.

**Q: What do the members need to say when accessing these benefits?**

A: Eligibility will be checked by each benefit provider using the member's BCBS ID.

**Q: How will members be notified of these new benefits?**

A: Marketing has sent a handful of notices to current members about the introduction of value-added benefits as of January 1, 2021. TruHearing and Carenet will also be sending materials throughout the year reminding members of these benefits.

**Q: Are there limits on these benefits?**

A: The annual, once per year, hearing exam is covered 100% at TruHearing providers. Members can receive up to two hearing aids per year at a 30% discount. 24/7 Nurseline is always available and covered at 100%.

**Q: Who should the member contact for issues with claims and grievances?**

A: Members should be directed to contact the benefit vendor for questions about claims and grievances.

**Q: Where can specific benefits be found?**

A: Specific benefits can be found on our Medicare plan microsite pages at:

<https://www.bcbsil.com/medicare/blue-cross-medicare-options/med-supp-options/extra-health-wellness-benefits>

**Q: What is the difference between value-added benefits and Plan G Plus benefits?**

A: Value-added benefits are additional benefits we're providing to all member with standardized plans. These benefits are available at no additional cost to the member. Plan G Plus benefits are more comprehensive, include vision, dental, and SilverSneakers in addition to hearing and 24/7 Nurseline and are only available to members who enroll in a Plan G Plus plan options. The cost of the additional benefits for Plan G Plus is factored into the premium of the plan.