

County of Chatham_PSC_07012024
Important contractual document. Please retain for your records
For groups with effective dates beginning January 2024.
This Program Selection Chart replaces any previously issued Program Selection Charts.
Programs within this Program Selection Chart may be subject to change in accordance with the Administrative Services Agreement.
(Revision: 1/23/2024)
Tax Report: *Not Applicable*

Utilization Management

Program Name	Description / Selection		
Diagnostic Imaging Management (DIM)	Requires prior review for all CT, CTA, MRI, MRA, PET scans and nuclear cardiology studies performed in an outpatient setting. <i>Note: If excluding DIM, Specialty Care Shopper is not available.</i>	<input checked="" type="checkbox"/> Include <input type="checkbox"/> Exclude	\$0.35 Per Member Per Month
Enhanced Cardiology Program	Requires prior approval for echocardiology and other codes related to cardiology management. <i>Note: Groups who exclude Diagnostic Imaging must exclude this program.</i>	<input type="checkbox"/> Include <input checked="" type="checkbox"/> Exclude	\$0.15 Per Member Per Month
Medical Oncology Solution	Promotes the use of evidence based treatment guidelines and quality outcomes by efficient use of chemotherapy and supportive agents.	<input checked="" type="checkbox"/> Include <input type="checkbox"/> Exclude	\$0.21 Per Member Per Month
Specialty Care Shopper Program	Involves referring providers and members in imaging site selection process by providing cost and quality transparency for CT and MRI studies. Groups who have a BlueHPN health plan must exclude this program. <i>Note 1: Not available to clients who exclude DIM. Note 2: Not available to clients who purchase SmartShopper Program.</i>	<input type="checkbox"/> Include <input checked="" type="checkbox"/> Exclude	\$0.06 Per Member Per Month
Sleep Study Management Program	Requires prior approval for sleep studies.	<input type="checkbox"/> Include <input checked="" type="checkbox"/> Exclude	\$0.10 Per Member Per Month
GuidedHealth Rx Program	Identifies drug therapy opportunities and engages doctors to improve care and lower costs using an analysis of pharmacy and medical data.	<input checked="" type="checkbox"/> Include <input type="checkbox"/> Exclude	\$0.10 Per Member Per Month

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Care Management

Any program listed with a PMPM or PCPM fixed fee will be itemized separately and billed through the monthly billing statement. All other charges will remain on the statement of account. As a reminder, Case Management is included within the administrative fee.

Program Name	Description / Selection	
Behavioral Health Management	Supports collaborative behavioral health care (mental health and/or substance use) in primary care settings. Provides case management, utilization management, care coordination, after-care planning, and referral to Blue Cross NC behavioral health provider network.	\$0.28 Per Member Per Month
Nurse Support Program (Case Management)	Personalized attention and comprehensive support for members dealing with complex health issues. Designed to help manage high-cost conditions and reduce medical costs. This service is provided to all members.	
Nurse Support Program (Condition Care)	Diabetes, Asthma, Coronary Artery Disease, Congestive Heart Failure, Chronic Obstructive Pulmonary Disease and Hypertension and other preventable conditions. Includes care gap alerts and telephonic/digital health coaching. <i>Note: Only clients who purchase EngageHealth should exclude this program.</i>	
	<input checked="" type="checkbox"/> Include \$0.64 Per Member Per Month	
	<input type="checkbox"/> Exclude (EngageHealth Clients Only)	
My Pregnancy Program	Supports expecting mothers through pregnancy and delivery. Includes educational materials and tailored risk assessments. A non-rewardable member campaign is included.	\$0.01 Per Member Per Month
Health Line Blue	24/7 nurse line: confidential health information resource staffed by highly trained registered nurses (RNs).	
	<input type="checkbox"/> Include \$0.19 Per Member Per Month	
	<input checked="" type="checkbox"/> Exclude	

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Care Management *continued...*

Program Name	Description / Selection												
Livongo	<p>Livongo Whole Person Solutions for Diabetes, Pre-diabetes, and Cardiovascular chronic care conditions. Fees billed through claims, not as a Care Management fee. Fee based on engaged participants, defined as active users within 6-month increments. This program is not available for groups with a BlueHPN health plan.</p> <p>Options: Cardiovascular - Targets members with hypertension; also addresses dyslipidemia, weight management, and mental health. Pre-Diabetes - Targets members with pre-diabetes; also addresses hypertension, dyslipidemia, weight management and mental health. Note: Members participating in the Livongo pre-diabetes program for one year, will have a fee reduction to \$55 per participant per month, beginning with month 13. Diabetes - Targets members with diabetes; also addresses hypertension, dyslipidemia, weight management and mental health.</p> <p><i>Note 1: Devices included based on applicable module. Lost or damaged devices replaced as a claim: blood glucose meter \$167, digital scales \$95, blood pressure monitor/cuff replacements \$97.</i> <i>Note 2: Groups electing programs below and myStrength should select Complete Bundle for discount pricing.</i> <i>Note 3: Program period is 12 months, which will auto-renew annually unless Teladoc is notified in writing 90 days prior to the end of the term period.</i></p> <p>You may select more than one.</p> <table> <tr> <td><input type="checkbox"/> Cardiovascular</td> <td>\$55.00</td> <td>Per Participant Per Month</td> </tr> <tr> <td><input type="checkbox"/> Diabetes</td> <td>\$95.00</td> <td>Per Participant Per Month</td> </tr> <tr> <td><input type="checkbox"/> Pre-Diabetes</td> <td>\$74.00</td> <td>Per Participant Per Month</td> </tr> <tr> <td><input checked="" type="checkbox"/> Exclude</td> <td></td> <td></td> </tr> </table>	<input type="checkbox"/> Cardiovascular	\$55.00	Per Participant Per Month	<input type="checkbox"/> Diabetes	\$95.00	Per Participant Per Month	<input type="checkbox"/> Pre-Diabetes	\$74.00	Per Participant Per Month	<input checked="" type="checkbox"/> Exclude		
<input type="checkbox"/> Cardiovascular	\$55.00	Per Participant Per Month											
<input type="checkbox"/> Diabetes	\$95.00	Per Participant Per Month											
<input type="checkbox"/> Pre-Diabetes	\$74.00	Per Participant Per Month											
<input checked="" type="checkbox"/> Exclude													

Eat Smart, Move More, Weigh Less	<p>An online, 15-week weight management program with optional 6 month weight loss maintenance program. Program billed through claims, not as a Care Management fee. Participants also have the option to complete Eat Smart, Move More, Weigh Less 2, which follows the same financial structure as Eat Smart, Move More, Weigh Less. Groups must exclude this program if they have a BlueHPN health plan.</p> <p><i>Price will increase to \$245 per participant per class series starting 1/1/25 under the current price section.</i></p> <table> <tr> <td><input type="checkbox"/> Include</td> <td>\$215.00</td> <td>Per Participant Per Class Series</td> </tr> <tr> <td><input checked="" type="checkbox"/> Exclude</td> <td></td> <td></td> </tr> </table>	<input type="checkbox"/> Include	\$215.00	Per Participant Per Class Series	<input checked="" type="checkbox"/> Exclude		
<input type="checkbox"/> Include	\$215.00	Per Participant Per Class Series					
<input checked="" type="checkbox"/> Exclude							

Eat Smart Move More Weigh Less Weight Management Campaign	<p>Program is run by Eat Smart, Move More, Weigh Less. Group must purchase Eat Smart, Move More, Weigh Less program above. There is no charge for non-rewardable but it must be selected below. Campaign end date is month prior to policy term date.</p> <table> <tr> <td><input type="checkbox"/> Standard Campaign Only</td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/> Exclude</td> <td></td> </tr> </table> <p>Eligibility: <input type="checkbox"/> Subscriber <input type="checkbox"/> Subscriber + Spouse / Domestic Partner <input checked="" type="checkbox"/> 18+ Member</p>	<input type="checkbox"/> Standard Campaign Only		<input checked="" type="checkbox"/> Exclude	
<input type="checkbox"/> Standard Campaign Only					
<input checked="" type="checkbox"/> Exclude					

Blue365®*	An exclusive program that enables Blue Cross NC to offer members dynamic deals on a wide array of health and wellness products and services, family care, financial services and healthy travel.
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Wellness Engagement Program

Program Name	Description / Selection
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Standard Wellness Experience	<p>Make it fun and easy for members to engage in healthy activities and positive lifestyle changes either online or via mobile app through wellness challenges and missions, wellness tools, educational materials, and a health survey to gauge health status. Additional activities available below.</p>
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\$0.15 Per Member Per Month

Wellness Experience Buy Up Options	<p>These are non-rewardable wellness activities which can be combined with the Standard Wellness Experience, for the additional fees below; however, they cannot be selected if group selects any track under the Wellness Reward Packages program.</p>
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Options include:

Private Challenges - Allows employer groups to create custom challenges that provide social motivation for members to build healthy habits.

Wellness Courses - Expert-led self-guided online coaching courses.

Personal Coaching - Includes the online digital coaching courses outlined above in addition to telephone coaching. Coaching can be accessed online, via telephone, or combination of both depending on member preference.

You may select more than one.

- | | | |
|---|----------|----------------------|
| <input type="checkbox"/> Personal Coaching | \$160.00 | Per Participant |
| <input type="checkbox"/> Private Challenges | \$0.10 | Per Member Per Month |
| <input type="checkbox"/> Wellness Courses | \$0.12 | Per Member Per Month |
| <input checked="" type="checkbox"/> Exclude | | |

Wellness Rewards Packages	<p>Once you select Standard Wellness Experience, you can also elect to reward certain members through a variety of incentives for completing the activities listed in the packages below, for an additional fee. First, choose your Wellness Track, select participant Eligibility, and Reward Option. Also, selection of any Wellness Track cannot be paired with any of the Wellness Activity Buyup Options.</p>
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Note 1: Fees for tracks below are in addition to Standard Wellness Experience.

Note 2: Fees for tracks are based on the eligible population selected below.

- | | | |
|--|--------|-------------------------------|
| <input type="checkbox"/> Track 1: Support | \$0.55 | Per Eligible Member Per Month |
| Health Survey • Public Challenges • Quizzes • Skill-Building Missions • Stride | | |
| <input type="checkbox"/> Track 2: Motivate | \$0.75 | Per Eligible Member Per Month |
| *Blue Connect Checklist • *Blue Connect Registration Campaign • *Contact Preferences Campaign • Annual Physical • Diabetes Progress Report - A1C Campaign • Emergency Room Education Campaign • Health Survey • My Pregnancy Engagement Campaign • Nurse Support (Case Management) Campaign • Nurse Support (Condition Care) Campaign • Public Challenges • Quizzes • Skill-Building Missions • Stride | | |
| <input type="checkbox"/> Track 3: Inspire | \$0.95 | Per Eligible Member Per Month |
| *Blue Connect Checklist • *Blue Connect Registration Campaign • *Contact Preferences Campaign • Annual Physical • Diabetes Progress Report - A1C Campaign • Emergency Room Education Campaign • Flu Shot • Health Survey • My Pregnancy Engagement Campaign • Nurse Support (Case Management) Campaign • Nurse Support (Condition Care) Campaign • Private Challenges • Public Challenges • Quizzes • Skill-Building Missions • Stride | | |

Exclude

Eligibility: Subscriber Subscriber + Spouse / Domestic Partner 18+ Member

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Wellness Engagement Program *continued...*

Program Name	Description / Selection
Wellness Reward Options	<p>The group is responsible for paying incentives and gift card admin fees, if applicable. There is a \$0.05 per eligible member per month gift card fee. Select one method below.</p> <p>HRA and HSA reward options are available for groups with HealthEquity through Blue Cross NC.</p> <p>Employer Reward option can be used for Premium Contributions, other Savings Account vendors, other employer rewards. Reporting will be provided.</p> <p>Rally Coins are included with Standard Wellness Experience and can also be used as a reward for Tracks above.</p> <p> <input type="checkbox"/> Employer Reward <input type="checkbox"/> Gift Cards <input type="checkbox"/> HRA <input type="checkbox"/> HSA <input type="checkbox"/> Rally Coins </p>

Other Engagement Programs

Program Name	Description / Selection															
SmartShopper Program	<p>SmartShopper is an engagement incentive program - part of the Blue Cross NC cost transparency tool. It pays members cash for shopping certain procedures and selecting a cost-effective provider. It cannot be combined with Specialty Care Shopper and is not available for groups who have a BlueHPN health plan.</p> <p><i>Note 1: Pricing levels are available for selection on the SmartShopper activation form.</i></p> <p><i>Note 2: SmartShopper Activation form must be completed and sent to Sapphire-Digital.</i></p> <p><i>Note 3: Renewing groups will auto renew and do not need to submit an activation form at renewal. If groups need to confirm pricing they should refer to their existing 3 way agreement.</i></p> <p> <input type="checkbox"/> Include <input checked="" type="checkbox"/> Exclude </p>															
Telehealth	<p>Provides convenient access to doctor consultations by mobile device or online. Member activation and utilization campaigns are included.</p> <p><i>Note 1: Group must exclude this program if enrolling in a plan that excludes Telehealth.</i></p> <p><i>Note 2: Groups purchasing myStrength Complete should select Teladoc: Acute Care. (Teladoc Behavioral Health is included in myStrength Complete.)</i></p> <table border="0"> <tr> <td><input type="checkbox"/> Acute Care</td> <td>\$0.85</td> <td>Per Contract Per Month</td> </tr> <tr> <td><input type="checkbox"/> Acute Care + Behavioral Health</td> <td>\$0.95</td> <td>Per Contract Per Month</td> </tr> <tr> <td><input type="checkbox"/> Acute Care + Behavioral Health + Dermatology</td> <td>\$1.05</td> <td>Per Contract Per Month</td> </tr> <tr> <td><input type="checkbox"/> Acute Care + Dermatology</td> <td>\$0.90</td> <td>Per Contract Per Month</td> </tr> <tr> <td colspan="3"><input checked="" type="checkbox"/> Exclude</td> </tr> </table>	<input type="checkbox"/> Acute Care	\$0.85	Per Contract Per Month	<input type="checkbox"/> Acute Care + Behavioral Health	\$0.95	Per Contract Per Month	<input type="checkbox"/> Acute Care + Behavioral Health + Dermatology	\$1.05	Per Contract Per Month	<input type="checkbox"/> Acute Care + Dermatology	\$0.90	Per Contract Per Month	<input checked="" type="checkbox"/> Exclude		
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Other Engagement Programs *continued...*

Program Name	Description / Selection
myStrength	<p>myStrength Complete behavioral health app offers structured digital courses and remote care engagement coaching and telepsychiatry. Fees billed through claims, not as a Care Management fee. Fee based on engaged participants, defined as active users within 6-month increments. Program not available to groups with a BlueHPN health plan.</p> <p>Options: Complete Bundle - Includes digital behavioral health app with Teladoc behavioral teletherapy. Option is only available when bundled with Livongo. Complete with Teladoc - Includes digital behavioral health app with Teladoc behavioral teletherapy. Digital Only - Includes digital behavioral health app.</p> <p><i>Note: For the "Complete" options Teladoc behavioral health consultation fees apply.</i></p> <p> <input type="checkbox"/> Complete Bundle \$17.00 Per Participant Per Month <input type="checkbox"/> Complete with Teladoc \$19.00 Per Participant Per Month <input type="checkbox"/> Digital Only \$16.00 Per Participant Per Month <input checked="" type="checkbox"/> Exclude </p>
Signature Service	<p>A high-touch concierge solution designed to provide expert member service support, education, engagement. A Signature Service Intake must be completed for program activation.</p> <p><i>Note 1: Program is only available to ASO groups with 500+ enrolled subscribers</i> <i>Note 2: Clients who purchase EngageHealth do not need to select this program.</i></p> <p> <input type="checkbox"/> Shared \$0.98 Per Contract Per Month <input checked="" type="checkbox"/> Exclude </p>
EngageHealth	<p>A personalized, holistic health advocacy program that combines our most intensive Nurse Support Program with our Signature Service Program for a simplified member experience. It includes: Signature Service; CM Post Discharge Call; High Touch Customer Care Management; Primary Nurse Model; Preadmission Call. Signature Service Intake must be completed by AIS for program activation.]</p> <p><i>Note 1: Program is only available to ASO groups with 500+ enrolled subscribers.</i> <i>Note 2: EngageHealth includes Signature Service Premium and Nurse Support Program. You do NOT need to select these programs on this form.</i></p> <p> <input type="checkbox"/> Shared Support \$6.92 Per Contract Per Month <input checked="" type="checkbox"/> Exclude </p>

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Rewardable Campaigns/Activities

These are standalone campaigns which are included for all groups and will end one month prior to the plan year end date. Groups have the option to offer member incentives on one or more activities for a total fee of \$0.10 pmpm, regardless how many are selected as rewardable. Group is also responsible for member incentives and gift card administration fees, if applicable. See below for opt in. If group has selected a Wellness Rewards track, these are not eligible for rewards.

Onboarding Campaign This bundle includes three activities that educate and engage members, as appropriate, for a better health plan experience. The activities include: **Blue Connect Registration:** Participants are encouraged to register for Blue Connect, if not already registered. **Blue Connect Checklist:** Participants complete a checklist-type activity to help familiarize them with their health plan. **Contact Preferences:** participants select paperless as their preference for receiving important information from their health plan.

This bundle promotes the 3 activities above and will run automatically as a part of your plan. If you'd like to reward for the completion of those 3 activities, you may elect to do so below. Please note that if you chose to do so, you will be electing to reward the same amount for all 3 activities.

Eligible rewardable activities will end one month prior to policy plan year end date.

*Blue Connect Registration Campaign • *Blue Connect Checklist • *Contact Preferences Campaign

Rewardable \$ _____

Standard Campaign Only

Eligibility: Subscriber Subscriber + Spouse / Domestic Partner 18+ Member

Nurse Support (Case Management) Campaign Eligible rewardable activities will end one month prior to policy plan year end date.

Rewardable \$ _____

Standard Campaign Only

Eligibility: Subscriber Subscriber + Spouse / Domestic Partner 18+ Member

Nurse Support (Condition Care) Campaign Encourages all eligible participants to engage in the NSP Condition Care program. Program must be selected above to select the campaign. Eligible rewardable activities will end one month prior to policy plan year end date.

Rewardable \$ _____

Standard Campaign Only

Eligibility: Subscriber Subscriber + Spouse / Domestic Partner 18+ Member

Diabetes Progress Report - A1C Campaign Targets all participants with a diabetic care gap and encourages them to visit their doctor for their screening or test. Eligible rewardable activities will end one month prior to policy plan year end date.

Rewardable \$ _____

Standard Campaign Only

Eligibility: Subscriber Subscriber + Spouse / Domestic Partner 18+ Member

My Pregnancy Engagement Campaign Standard campaign includes a two-wave targeted member message via e-mail and direct mail. Optional rewardable activity for expecting members who complete a pregnancy risk survey in the My Pregnancy app. Eligible rewardable activities will end one month prior to policy plan year end date.

Rewardable \$ _____

Standard Campaign Only

Eligibility: Subscriber Subscriber + Spouse / Domestic Partner 18+ Member

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Rewardable Campaigns/Activities *continued...*

Emergency Room Education Campaign Educates targeted members 18+ and subscribers of children <18 on how to save time and money by highlighting alternatives to the Emergency Room. Eligible rewardable activities will end one month prior to policy plan year end date.

 Rewardable

\$ _____

 Standard Campaign Only

Campaign Cost Program Groups have the option to offer member incentives on one or more activities for a single per member per month fee. Group is also responsible for member incentives and gift card administration fees, if applicable. See below for opt in. All campaigns will end one month prior to the plan year end date.

 Include

\$0.10

Per Member Per Month

 Exclude

Standalone Activity Reward Options Reward Options will be administered by Blue Cross NC. Select the method below. The group is responsible for paying incentives and gift card admin fees (\$1.75 per redeemed card), if selected.

 Gift Cards HRA HSA

Other Considerations

Caveats and Signature

Caveats:

1. Member Portal will only display programs purchased.
2. Please refer to the full rate exhibits for complete list of all rating assumptions and caveats.
3. Fees are effective as of the contract renewal date stated on this document, and are subject to change during the year.
4. Please consult with your tax adviser and attorney to ensure the wellness plan design and any rewards comply with all applicable laws and regulations.
5. Employer is responsible for designing and funding the rewards.
6. Customized reporting may be available for an additional fee.
7. This document makes up a part of your Administrative Services Agreement (ASA) with Blue Cross NC. Please retain for your records.
8. This Program Section Chart replaces any previously issued Program Selection Charts.

By signing below, I agree that this document accurately reflects (1) the programs and features that have been elected by the Plan Administrator, and (2) any additional fees that will be charged under the ASA for the above-noted contract year. Please consult with your tax adviser and/or attorney to ensure that your wellness and rewards programs comply with all applicable laws and regulations.

Plan Administrator _____ (print)

Plan Administrator Signature _____ Date _____