



Celebrating five years of improving health and rewarding members for healthy living



Blue Care Network of Michigan

healthy blue choicesSM

Embrace total health.

If your body mass index is 30 or more, which program is best for you?

Option 1

Weight Watchers[®]

Option 2

Walkingspree



Healthy Blue LivingSM and Healthy Blue Living RewardsSM

Weight Management Program Q&A

Weight management program* *FAQs*

Blue Care Network of Michigan helps you reach your wellness goals

Achieving a healthy lifestyle can be challenging. That's why BCN is your health partner and provides a number of valuable resources to help you earn enhanced (Healthy *Blue* LivingSM) or intermediate (Healthy *Blue* Living RewardsSM) benefits and reach your wellness goals.

How do I enroll?

Detailed enrollment steps for Weight Watchers are on pages four through seven and for Walkingspree on pages eight through 11. If you have any problem enrolling in a weight management option, please call the BCN Customer Service number on the back of your ID card.

How long do I have to choose a weight management program option?

You must register for either Weight Watchers or the Walkingspree pedometer-based walking program within 120 days of the start of the plan year. **You'll need to start participating in your selected program within one week of registration.** But the sooner you sign up, the sooner you can start working toward a healthier lifestyle. When you sign up, you will receive the unique Healthy *Blue* Living code you'll need to enroll.

When do I choose a weight management program?

You will be able to select a BCN-sponsored weight management program as soon as we receive and process your BCN *Qualification Form* indicating your body mass index is 30 or more.*

How much do I have to pay to participate in one of the weight management options?

If your BMI is 30 or more, BCN will cover the cost of Weight Watchers or Walkingspree for your plan year as long as you actively participate, although some restrictions do apply.

Where do I get a Healthy *Blue* Living code?

You can find your Healthy *Blue* Living code by going online to **MiBCN.com** and logging in to Member Secured Services. If you have a problem logging in, ask for technical help from the Blue Cross Blue Shield of Michigan web support help desk at 1-888-417-3479.

If you do not have Internet access, you may get your code by calling the Customer Service number on the back of your ID card.

How does my Healthy *Blue* Living code work, and what do I do with my Healthy *Blue* Living code once I receive it?

Each Healthy *Blue* Living code is unique and allows you to enroll in one of two weight management programs, at no cost if your BMI is 30 or more. After receiving your Healthy *Blue* Living code you will be instructed to enter that code online (to join Walkingspree and some Weight Watchers groups) or dial a toll-free number to provide it to a Weight Watchers Customer Service representative.

What happens if I lose or forget my Healthy *Blue* Living code?

You may access your Healthy *Blue* Living code via Member Secured Services at **MiBCN.com** in the Healthy *Blue* Living status section or by calling the Customer Service number on the back of your ID card.

What if I accidentally select the wrong option online?

Please contact BCN Customer Service within 24 to 48 hours so we can correct your weight management option so you don't lose the opportunity to qualify for enhanced benefits. You must stay in your chosen program for the entire plan year.

*BCN encourages members to consult with their doctors before starting any regular exercise or weight management program. Members should also consult with their doctors if they have concerns that the programs or behaviors recommended by BCN or their primary care physicians are unreasonably difficult due to a medical condition or are medically inadvisable. A BCN primary care physician will work with the member to develop the most medically appropriate treatment plan to improve the member's health status.

If you, or your covered spouse, are not medically able to meet certain standards, you can work with your primary care physician and BCN to find an alternate activity.

How often am I evaluated, and what do I have to do to meet the weight management requirements for enhanced benefits?

Your participation is checked every three months, starting from the date you enroll. To earn enhanced benefits:

- In Weight Watchers, you'll need to attend 11 out of 13 weekly meetings.
- In Walkingspree, you'll need to walk an average 5,000 daily steps per three-month period.

With both options, you'll need to continuously participate through the end of your plan year or until we have an updated qualification form from your doctor showing your BMI is below 30.

What type of computer do I need to use Walkingspree?

The Walkingspree Data Uploader software that you download from the Walkingspree website helps track and report your steps. It is compatible with these operating systems:

Microsoft® Windows®: The Walkingspree software is compatible with any PC running Windows 2000® or newer. This includes Windows 7®, Windows Vista®, Windows XP® and Windows 2000. **Note:** If you have Windows 2000, please contact Walkingspree Customer Support for a different version of the software.

Apple® Macintosh®: The Walkingspree software is compatible with Apple Intel Processor computers running Mac OS® X Snow Leopard® (version 10.6) and Mac OS X Leopard® (version 10.5).

The software is not compatible with Windows ME®, Windows 98® or older Windows systems. Apple Macintosh computers running Mac OS X Tiger® (version 10.4 or below) are also not compatible with the Walkingspree application.

If I reach my BMI target, can I still participate in a weight management option?

Yes. BCN will continue to pay for the program until the end of your plan year to help you maintain your positive results.

If I don't have a BMI of 30 or more, can I still participate in Weight Watchers or Walkingspree?

Yes. We encourage our members to be healthy, and you can participate in either program at the discount rate available to all BCN members. For discount details visit healthybluextras.com.



Option 1: Weight Watchers®

- Requires you to attend 11 out of 13 weekly meetings per session.
- Continuously participate through the end of your plan year or until we have an updated qualification form from your doctor showing your BMI is below 30.
- Participation does not require Internet access. By phone or on the Web, BCN will give you the Weight Watchers phone number. It's up to you whether to attend near home or work. You'll need the ZIP code of the location you prefer. Contact Weight Watchers for meeting locations.



For more than 40 years, Weight Watchers has helped millions of people around the world to lose weight. BCN offers this program to members whose body mass index is 30 or more to help you become healthier and work toward earning enhanced or intermediate benefits.

Weight Watchers Q&A

What do I need to do to meet the Weight Watchers requirement for enhanced (Healthy Blue Living) or intermediate (Healthy Blue Living Rewards) benefits?

The Weight Watchers option requires you to attend 11 out of 13 weekly meetings per session. You'll need to continuously participate through the end of your plan year or until we have an updated qualification form from your doctor showing your BMI is below 30.

How do I enroll in Weight Watchers?

The home or work ZIP code you provide determines which Weight Watchers group you'll join. Enrollment options vary slightly based on the group, but both offer telephone registration.

Online

Step 1: To sign up, visit **MiBCN.com** and log in to Member Secured Services.

Step 2: Once you're logged in, click on the *Check your benefit status* link under the green check box on the lower right portion of the screen.

Step 3: On the *My benefit status* page click the *View Detail* button next to your name.

Step 4: On the *My benefit status detail* page click the *Choose a weight management program* link in the status column next to the healthy weight health measure.

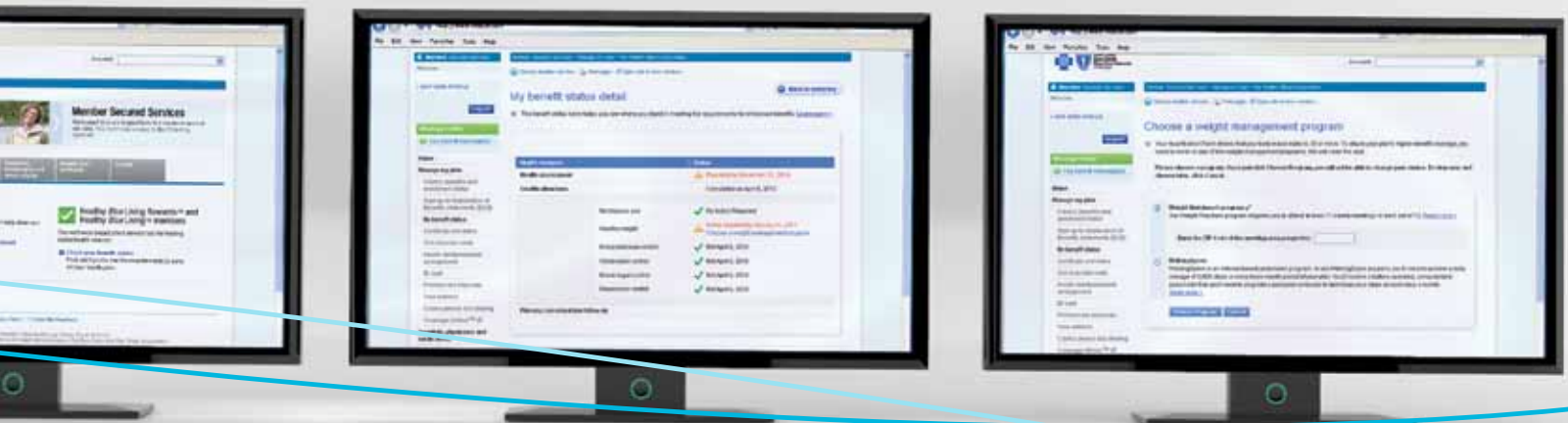
Step 5: From the *Choose a weight management program* page select the Weight Watchers program option, enter your preferred ZIP code and click the *Choose Program* button at the bottom of the page to make your selection. **Note: You will not be able to change your selection during the plan year.**

Step 6: A unique Healthy Blue Living code will be generated and appear on the screen.

Step 7: You will be given a toll-free number to call, or a website, to complete your enrollment.

Step 8: Provide your Healthy Blue Living code to the Weight Watchers Customer Service representative for processing. You will receive official confirmation in three to five business days. If your Weight Watchers plan provides vouchers, expect to receive them by mail in seven to 10 business days.

Step 9: Attend your first meeting at your designated Weight Watchers meeting place within one week of registration.



Option 1: Weight Watchers

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How do I enroll in Weight Watchers?

Phone

If you don't have Internet access, BCN Customer Service will help you obtain the information you need in order to enroll.

Step 1: To sign up, call the BCN Customer Service number on the back of your ID card.

Step 2: A BCN Customer Service representative will access Member Secured Services on **MiBCN.com** for you and provide you with your unique Healthy *Blue* Living code and the appropriate Weight Watchers toll-free telephone number based on the ZIP code you provide to complete your enrollment. You'll need the ZIP code of the location you prefer. It's up to you whether to attend near home or work.

Step 3: Follow steps seven through nine of the online process (on page 5).

How is compliance tracked?

BCN moves you to standard benefits or keeps you in enhanced (Healthy *Blue* Living) or intermediate (Healthy *Blue* Living Rewards) benefits based on your attendance. You are responsible for taking your Weight Watchers member booklet with you to each meeting and working with the Weight Watchers staff to accurately track your attendance record. Weight Watchers will then relay compliance back to BCN. You'll need to continuously participate through the end of your plan year or until we have an updated qualification form from your doctor showing your BMI is below 30.

Do I need Internet access to choose the Weight Watchers option?

You do not need Internet access to participate in Weight Watchers, although there are some online features Weight Watchers offers that you may find useful.

How do I re-enroll upon completing my first 13-week session?

There are two different ways you may be required to enroll in your next session as long as you are an active participant and attend 11 out of 13 weekly meetings per session:

Option A – you will:

- Work with Weight Watchers staff to validate your participation and complete your re-enrollment.
- Be instructed to access Member Secured Services on **MiBCN.com** to receive a Healthy *Blue* Living code.
- Call Weight Watchers toll-free and provide them with your Healthy *Blue* Living code to enroll in the next 13-week session.
- If your Weight Watchers plan provides vouchers, expect to receive them by mail in seven to 10 business days.

Option B:

- Your Weight Watchers staff will confirm if you're eligible for re-enrollment and will automatically enroll you or ask if you'd like to enroll in the next 13-week session.

What happens if I don't attend 11 out of 13 meetings?

If you are unable to meet the attendance requirement for the Weight Watchers program, you will be moved to the standard benefit level and informed that you can continue Weight Watchers at the discount rate offered to all BCN members. You will be given a chance to re-enroll in Weight Watchers or choose a different weight management option during the start of your next plan year if your BMI is still 30 or more.

How do I find the Weight Watchers location closest to me?

During your registration process, via phone or the Internet, Weight Watchers will help you locate the Weight Watchers meeting group closest to your home or work using the ZIP code you provide. You may choose the location that works best for your schedule.

What if I'm traveling and can't attend my weekly meeting?

There are Weight Watchers locations all across the country, so go online to **weightwatchers.com***, check with your Weight Watchers meeting staff or call Weight Watchers to find a meeting place on a different day or near the location where you are traveling.

What if I'm already enrolled in Weight Watchers?

Please continue attending your regular meetings and gaining positive results and we'll pick up the tab. All you'll need to do is officially sign up for Weight Watchers through Member Secured Services at **MiBCN.com** or by calling BCN Customer Service on the back of your ID card. BCN will not reimburse you for sessions you attended before joining our program.

What if I need to pick a different meeting location?

Call Weight Watchers or visit **weightwatchers.com.***

Do I have an alternative to Weight Watchers?

Yes, our Walkingspree program is available if you have Internet access and can commit to walking an average of 5,000 daily steps per three-month period.

Can I attend Weight Watchers online?

No, not with this Healthy *Blue* Living or Healthy *Blue* Living Rewards option offered by BCN.



Option 2: Walkingspree

- You'll need to achieve an average of 5,000 daily steps per three-month period.
- You'll need to continuously participate through the end of your plan year or until we have an updated qualification form from your doctor showing your BMI is below 30.
- You will receive a battery-operated, state-of-the-art pedometer that you'll need to plug into a personal computer and upload your steps to your personalized Walkingspree website at least once every 30 days.

The Walkingspree program is Internet-based and helps people track their steps and reach healthy goals. Walking is the No. 1 health initiative prescribed by health professionals in North America. This BCN-sponsored weight management option provides you with a fun and interactive way to stay healthy and lower your body mass index.

Note: This program is Internet-based, so you must have Internet access and a personal email address to use this weight management option. Each member needs his or her own email address. An email address cannot be shared by spouses participating in Walkingspree.

Walkingspree Q&A*

What do I need to do to meet the Walkingspree requirement for enhanced (Healthy Blue Living) or intermediate (Healthy Blue Living Rewards) benefits?

- The Walkingspree program requires you to achieve an average of 5,000 daily steps per three-month period. Studies show that a typical office worker averages 4,300 steps per day. You'll need to continuously participate through the end of your plan year or until we have an updated qualification form from your doctor showing your BMI is below 30.
- You will receive a state-of-the-art pedometer that you'll need to plug into a personal computer and upload your steps to your personalized Walkingspree website at least once every 30 days.

How do I get started with the Walkingspree program?

Online registration only

Step 1: To sign up, log in to Member Secured Services at **MiBCN.com**.

Step 2: Once you're logged in, click on the *Check your benefit status* link under the green check box on the lower right portion of the screen.

Step 3: On the *My benefit status* page click the *View Detail* button next to your name.

Step 4: On the *My benefit status detail* page click the *Choose a weight management program* link in the status column next to the healthy weight health measure.

Step 5: From the *Choose a weight management program* page select the Walkingspree program option and click the *Choose Program* button at the bottom of the page to make your selection.

Note: You will not be able to change your selection during the plan year.

Step 6: A unique Healthy Blue Living code will be generated and appear on the screen.

Step 7: Click on the Walkingspree link and you'll be directed to the Walkingspree website where you'll enter your Healthy Blue Living code to activate your account.

Step 8: The Walkingspree website will walk you through:

- Creating an account with your own user name and password
- Setting up your account profile
- Entering your user information
- Completing a basic health profile

Step 9: After you register, it will take three to five days for you to receive your pedometer in the mail.

Step 10: When you receive your pedometer, the Walkingspree website or the instruction manual included with the pedometer will help you:

- Set up your pedometer with the Walkingspree pedometer wizard, which includes battery installation, time, date and weight settings.
- Set your stride length using an estimated stride length calculator, or you can calculate a more accurate stride length manually.
- Download and install the Walkingspree software to your computer. The software will walk you through the steps to accurately connect your pedometer and upload your data.
- Complete your first upload within one week of receiving your pedometer. Uploads confirm that you're participating.



Option 2: Walkingspree

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How is compliance tracked?

BCN moves you to standard benefits or maintains you in the enhanced (Healthy *Blue* Living) or intermediate (Healthy *Blue* Living Rewards) benefits based on your number of steps over a three-month period. As long as you average 5,000 steps daily you are compliant, but it is your responsibility to make sure your steps are being tracked properly. **You'll need to continuously participate through the end of your plan year or until we have an updated qualification form from your doctor showing your BMI is below 30.**

How long does it take to set up my account and pedometer?

Please allow 15 minutes to fully complete the registration process and set up your pedometer. Your pedometer kit will contain everything you need to register and activate your pedometer.

How often do I have to upload my pedometer data?

Complete your first upload within one week of receiving your pedometer. After that, upload your pedometer data at least every 30 days to remain compliant and so you don't lose any of your information stored on your pedometer. As soon as you upload data from your pedometer, you can instantly see your total steps on the Walkingspree website. You can upload as often as you like.

Do I have to wear my pedometer every day and where should I wear it?

In order to get the most steps, you should wear your pedometer from the time you get up in the morning until you go to sleep at night. Be sure to attach and use the tether or lanyard so you don't lose it. You can wear it in a pants or shirt pocket, around your neck, on your belt or even tucked into your bra.





What happens if I don't meet the 5,000 steps a day average over three months?

If you do not meet the compliance requirements for the Walkingspree program, you will be moved to the standard benefit level. You will be given a chance to re-enroll in Walkingspree or choose a different weight management option during the start of your next plan year if your BMI is still 30 or more.

Who do I contact if my pedometer isn't working or I have a question about a function on my pedometer? Who do I contact if the Walkingspree software or website isn't functioning properly?

All technical issues or questions related to your pedometer or the Walkingspree website or software should be directed to the Walkingspree Support Desk website by visiting **support.walkingspree.com*** or by calling Walkingspree Customer Support at 1-877-789-9255, Monday through Friday 9 a.m. to 8 p.m. Eastern time.

What if I'm traveling and can't upload my pedometer data?

The Walkingspree software can be downloaded to any computer that has an Internet connection. Make sure to upload often so you don't lose data. Please refer to your pedometer manual for maximum storage capacities.

Can I upload my data at work?

If you want to log on at work, please check with your employer before enrolling. Some companies have computer firewalls or administrative policies that will not allow you to participate at work.

What if I lose my pedometer?

Contact Walkingspree right away. Go to **support.walkingspree.com*** to email the Support Desk or call Walkingspree Customer Support at 1-877-789-9255. Walkingspree will promptly mail a new pedometer to you so that you can resume recording your steps.

Do I have an alternative to Walkingspree?

Yes, our Weight Watchers program.

*Blue Care Network does not control this website or endorse its general content.

healthybluechoicesSM

Embrace total health.

Total Health Engagement is a game-changing, integrated approach to health care that allows you to embrace total health with ease by integrating three principles – your benefits, health support and resources, and the care you receive from doctors and hospitals.

As your partners in health care, the Blues are here to support you every step of the way.



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