

blueprint

A publication for the policyholders of the Arkansas Blue Cross and Blue Shield family of companies

AUTUMN 2024



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A Word with Curtis Barnett

Our President and Chief Executive Officer



Celebrating milestones and looking ahead

As we get close to wrapping up our 75th anniversary celebrations at Arkansas Blue Cross and Blue Shield, I have been thinking of several other milestones we have reached in 2024. It is amazing how healthcare, and our company, have changed over the years.

One of the biggest changes in healthcare came with the enacting of key provisions in the Affordable Care Act in January 2014. Ten years ago, millions of Americans gained healthcare coverage, many for the first time, through the federal Health Insurance Marketplace. It was a challenging time for our industry, our company, and our members as we navigated regulations and developed new health plans. I am proud of the way Arkansas Blue Cross stepped up to the challenge and our continued strong presence in the individual marketplace today.

Also 10 years ago, we launched our Summer Intern Program. Over that time, we have hosted 162 students from colleges and universities all over the country. During their time with us, our interns each focus on a development project and

work alongside our employees. They get to interact with company executives and learn key lessons about working in a corporate environment. Several of these interns are hired by our company, and some return to college to finish their degrees. The exciting aspect to me about the program is that our interns leave us with the skills to benefit any company for whom they are hired. This program helps keep our company fresh and energized, and it makes our workforce stronger, more innovative and ready to meet the needs of the future.

As is tradition, this year's 75th anniversary celebration has focused, in large part, to giving back to our communities. We pledged to certify 750 Arkansans in Mental Health First Aid classes, which teach how to identify signs that someone may be struggling with a mental health challenge or substance use disorder and get them to the resources and help they need. We actually exceeded that goal by certifying more than 1,100 people, and the program continues to add to that number. We also dedicated \$2,500 each to

75 schools throughout the state for the creation of calming rooms. These rooms are a safe space for students, and sometimes adults, who need a private moment to collect their thoughts or process emotions. You can see the amazing completed calming rooms here: arkbluecross.com/calming-rooms.

A fun note from our archives: BlueAnn Ewe, our children's health ambassador and beloved mascot came into being in 1994 – turning 30 years young in 2024! Throughout the years, her character has entertained and educated children in Arkansas, teaching them about healthy habits.

While it is satisfying to look back on our accomplishments, we know there is much to do to make healthcare in Arkansas more accessible and affordable for everyone. As we look to the future, Arkansas Blue Cross is committed to taking good care of Arkansans throughout our state, and we embrace the many milestones to come.

Fall Community Calendar of Events

OCT. In the pink for breast cancer awareness

Our ArkansasBlue Welcome Centers are observing Breast Cancer Awareness Month in October. The first 50 people to stop by each of our seven stores in October will receive a

pink belt bag, limited to one per customer, while supplies last. Know your risk for breast cancer and get screened. See page 15 for a list of our Welcome Center locations.

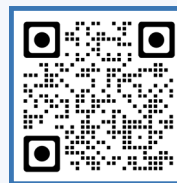


NOV. / DEC.



Christmas joy!

Beginning December 2, the Jonesboro ArkansasBlue Welcome Center, 2110 Fair Park Blvd., will give away free admission tickets to Christmas in the Park on Arkansas Blue Cross night (December 19) and a free gift, while supplies last.



Scan here for more information about our welcome centers



ALS CEO Soak

In early August, nearly a dozen CEOs and representatives from local businesses and institutions got soaked under a fountain in North Little Rock's Argenta Plaza to make a splash for cash at the 2024 ALS CEO Soak.

The event raised \$80,000 for research advocacy and care for patients facing amyotrophic lateral sclerosis, a progressive neurodegenerative disease

that affects the nerve cells in the brain and spinal cord.

Curtis Barnett, president and CEO of Arkansas Blue Cross and Blue Shield (left), chaired the event. Tommy May (right), a former board member for Arkansas Blue Cross who has been living with ALS for 18 years, was honored at the event and spoke of his dedication to supporting others with the disease.



Photos by Joshua Scott and Chip Bayer



Roll up your sleeve for fall

by **Mark T. Jansen, M.D.**
Chief Medical Officer
Arkansas Blue Cross and Blue Shield



Most adults are familiar with the flu, COVID-19, and pneumonia vaccines. But they should also consider getting two additional vaccines – one vaccine for shingles and one for respiratory syncytial virus (RSV). Ask your doctor or pharmacist which vaccines may be right for you.

Pharmacies offer all of these vaccines. And thanks to recent changes in Arkansas law and expansions of your health plan's coverage, pharmacists offer additional services, including testing for COVID-19 and the flu.

As we age, our immune system grows weaker and less able to fight any disease we develop.

Shingles

Shingles, which causes a blistering skin rash, is related to the virus that causes chickenpox. People born before 1995, when the two-dose childhood chickenpox vaccine arrived in the United States, were likely infected in their youth.

When the symptoms of chickenpox subside, the virus hibernates in the nerve endings of the skin. As we age, it can awaken as a secondary illness – shingles.

The vaccine Zostavax,[®] approved in 2006, reduced the chance of developing shingles by 50%. The newer Shingrix vaccine, given in two doses, is over 90% effective. You can get the Shingrix vaccine if you are age 50 and older, and even if you received Zostavax[®].

“As we age, our bodies’ immune systems grow weaker and less able to fight any disease we develop.”

– **Mark T. Jansen, M.D.**, *chief medical officer for Arkansas Blue Cross and Blue Shield*

RSV

Respiratory syncytial virus (RSV) is highly contagious and spreads through the air from fall to spring. It can lead to pneumonia, bronchitis, worsening asthma or chronic obstructive pulmonary disease (COPD) in older adults, long-term care patients and those with compromised immunities. The Centers for Disease Control and Prevention (CDC) recommends an RSV vaccine for everyone age 75 and older and those 60-74 who are at increased risk.

Two approved RSV vaccines, Arexvy and Abrysvo®, are recommended for adults age 60 and older or those who are immunocompromised. Both are effective in reducing the risk of adult RSV infection.

There is currently no RSV vaccine for children or babies, who are most susceptible to severe RSV disease. However, Abrysvo® has been approved for moms in the eighth month of pregnancy who expect to deliver during the RSV season because it is believed antibodies can be passed to the unborn infant.

Pneumococcal Pneumonia

Adults age 65 years and older are recommended to get immunizations against pneumococcal pneumonia. If you have not been vaccinated, the Prevnar20® vaccine is preferred. If you received Pneumovax 23, your provider may want to give you Prevnar20® five or more years after your initial vaccination. Each helps protect against 20 or more versions of bacterial pneumonia.

Influenza (flu)

An annual flu shot is the best way to avoid the flu or lessen symptoms. Flu vaccines vary from year to year because the virus changes over time.

Some flu vaccines are developed specifically for adults age 65 and older and may boost immunity. You can ask for one of these special vaccines or get the standard vaccine; the important thing is to get a flu vaccination yearly.

COVID-19

From the beginning of the COVID-19 pandemic to the summer of 2023, 76% of the 1,134,641 people in the United States who died from the virus were aged 65 and older.

Even if you become ill from COVID-19, you are more likely to recover if your immunization is current. The 2024–2025 version of the vaccine is now available.

Keeping track

Create home medical files for everyone in your family to record immunizations.



Make sure you are current on all the vaccines recommended for you and your family members and schedule the ones you need:

Find an in-network pharmacy or doctor


- Go to blueprintportal.com
- Sign in or register for Blueprint Portal
- Use the Find Care & Costs tool and search for "Pharmacy" or "Find a PCP"



Photo courtesy of the Hot Springs Village Pickleball Club

Pickleball injuries are frequent and can be severe

by **Linda S. Haymes**



When it comes to outdoor activities and exercise, pickleball has become wildly popular. The sport is drawing legions of new players, and often-empty tennis courts are being renewed into multiple pickleball courts.

The draw? It's good exercise and helps improve balance. It also challenges its players physically and mentally. It's easy to learn, and players of various skill levels can take to the courts.

But while it looks like all fun and games on the pickleball courts, injuries can happen, especially if you are older.

According to Pickleheads, the official court and game finder of USA Pickleball, 110 locations in Arkansas offer 462 pickleball courts. If it sounds like we're a hotbed for the sport ... not so much. The Natural State ranks 40th nationwide for the most pickleball courts.

But Arkansans who are into the sport are really into it. The Hot Springs Village Pickleball Club's 390 members participate in open play, leagues and tournaments on 14 outdoor pickleball courts, half of which have LED lighting to play after dark.

Pickleball is popular because it's easy to learn, offers various skill levels, is good exercise, challenges the mind and body and improves balance, explains Judy Cowan, with the Hot Springs Village Pickleball Club's board of directors.

"Most importantly, pickleball is fun, social, competitive and very addictive," said Cowan.

Fans of the sport in the village have lots of company. The United Pickleball Association, a professional organization, held its state championship at the village's courts in September, and the month before, the Arkansas Senior Olympics held pickleball competitions in Cabot. As the sport spreads internationally, many hope it will be included in future Summer Olympics Games.

WIN a basket of
pickleball supplies!

See back cover for details!



Common pickleball injuries

Strains and sprains (legs)



Fractures (wrists)



Scrapes and bruises (knees and elbows)



Upper-body injuries (elbow, shoulder)



Low back pain



Thought of as family fun, pickleball draws players of all ages and walks of life, but older players should take care.

According to a recent study by University of Arkansas public health researchers, 87% of all pickleball-related injuries that require an emergency room visit happen to players older than age 50. More alarmingly, older players experience an increased risk of cardiovascular symptoms.

The study, "The Role of Age as a Risk Factor for Pickleball-Related Injuries," published in the January issue of *Health*, a Scientific Research Publishing journal, aimed to learn what factors increase the risk of injury, how the injuries happen and what steps can be taken to avoid them.

The researchers, Ches Jones and Bart Hammig, professors of *Health*, Human Performance and Recreation in the University of Arkansas Fayetteville College of Education and Health Professions,

found that 1 out of 5 players injured required hospital admission. Of those hospitalized, 75% of them were for cardiac arrest, with the remaining 25% experiencing fractures.

"Pickleball requires short bursts of intense movement," explained Jones, adding that players who may be at risk for heart disease and haven't trained before playing are at greater risk.

Players likely to be injured include those over age 40 and new players without adequate strength and endurance training.

If you want to learn to play pickleball, go for it! But get a wellness checkup before playing. If you need a primary care provider, sign in to Blueprint Portal at blueprintportal.com or call the number on the back of your member ID card to find one near you.

Take good care when playing!

■ Stretch

Legs first, then back, neck and arms. Resistance training, strength training and cardio exercises can help. You can find warm-up drills at the Pickleball University website, pickleballuniversity.com.

■ Listen to your body

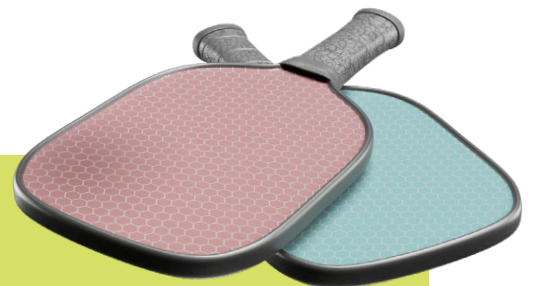
Slow down or stop if you feel pain. Consult your doctor if the pain doesn't improve.

■ Rest

Repetitive motions can lead to chronic overuse and injuries. Rest between playing or practice days.

■ Proper equipment

Your paddle should be the right size and have a thick grip to protect your hands while squeezing it.



Source: *Health*, Scientific Research Publishing, January 2024

Understanding your health plan options

by Ramsey P. Welch

As open enrollment approaches, you may have options for your health plan coverage. Your exact choices will depend on how you are eligible for coverage and what is offered.

Health plans through your employer

If you are enrolling through an employer, your human resources department should be able to inform you of your options. A Summary of Benefits and Coverage (SBC) is available to anyone looking to enroll in a health plan. It outlines the details and costs associated with care and prescriptions under a specific plan.

Health plans for individuals and families

If you do not have health plan options through an employer, you can still get coverage through the federal Health Insurance Marketplace or purchase it directly from an insurer. Visit one of our ArkansasBlue Welcome Centers for assistance in finding the right health plan.

How do you choose?

Your health history and expenses can help you choose the right type of health plan. Suppose you or a family member on your plan has a chronic condition that requires frequent appointments and medications. In that case, a plan with a higher monthly premium but lower deductible and coinsurance amounts may be best to keep out-of-pocket costs lower. If you only see a provider for yearly checkups, a plan with a lower monthly premium but higher deductibles might save you money monthly but still provide care should a need arise.

The main types of health plans are:

HMO

Health maintenance organization (HMO) — With this plan, you choose a primary care provider (PCP) who coordinates your care using doctors and hospitals in your plan's network. If you need a specialist, such as a cardiologist, a referral from your PCP is required. Generally, an HMO won't cover services from an out-of-network provider.

An HMO plan usually has a lower monthly premium and deductible but includes coinsurance and copays.

PPO

Preferred provider organization (PPO) — This plan allows you to manage your own care, with or without referrals from a PCP. You can choose which provider to see, although you'll save money if you remain in-network.

A PPO usually has higher premiums than other plans but lower copays and coinsurance.

POS

Point of service (POS) — A POS combines HMO and PPO plans. Like an HMO, you choose a PCP, who may have to refer you to a specialist. But like a PPO, you can get medical care from in- and out-of-network providers. You'll pay less when you use a doctor or hospital.

A POS plan may require you to pay a higher premium and have copays, but most have no deductible for in-network services referred by your PCP.

HDHP

High-deductible health plan (HDHP) — This plan gives you the most control over how your healthcare dollars are spent. An HDHP usually has a higher deductible but a lower monthly premium. A Health Savings Account (HSA) is typically paired with an HDHP to help you save money for healthcare expenses.

Most HDHPs pay for several preventive care services, but you will pay out-of-pocket for additional care and prescriptions. Putting some of the money you are saving monthly on the lower premium into your HSA is a great way to offset the out-of-pocket expenses that may come up.

To learn more about the basics of health insurance, visit arkbluecross.com/healthbasics. You can also visit the Arkansas Blue Cross and Blue Shield website to learn more about your health plan and benefits.



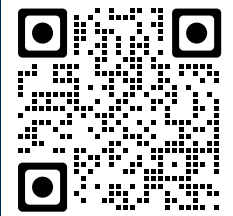
** Details of plan types may vary by insurance provider and plan design. Please review your Summary of Benefits and Coverage (SBC) or call the number on the back of your member ID card for information about your specific plan.*

Always have your member ID card

When you download the Blueprint Portal mobile app, you can access your health plan and features like on-demand virtual healthcare, wellness programs, find a doctor or hospital, review claims status and history, estimated treatment costs, policy information, and instant access to your member ID card.

You can access your ID card in the app the day your coverage is effective. And, once you have the Blueprint Portal app, you can download, email or fax your digital ID card to doctors, family members, or anyone else who needs it. You also can order replacement ID cards.

Use the QR codes below to visit the App Store or Google Play to download the Blueprint Portal app and carry your member ID card everywhere.





Blue & You
FOUNDATION
For a Healthier Arkansas

Blue & You Foundation grants help treat and prevent substance use in Arkansas youth

by **Kennedy Kinley**

Arkansas youth are in crisis, with 1 in 7 adolescents battling substance use disorders, according to the Arkansas Department of Human Services. The Blue & You Foundation for a Healthier Arkansas is providing behavioral health grants to programs to prevent and treat substance use disorders and support recovery.

The foundation has awarded grants to two programs that will be instrumental for recovering youth and adolescents in Arkansas. The Wolfe Street Foundation's Youth Empowerment Project (YEP) is Arkansas' first community-based recovery program for teens in recovery. Working in tandem with YEP, UAMS has opened Six Bridges, a youth and adolescent clinical-based SUD treatment program.

“

One in seven youth in Arkansas are battling substance use disorders and now there are two new programs that not only work with families to prevent and treat, but encourage resilience, leadership and decision-making skills. The Blue & You Foundation is proud to support such innovative solutions for our youth.

”

– **Rebecca Pittillo,**
Foundation president



The Blue & You Foundation is supporting mothers and their babies having awarded nearly \$1 million in grants to nine organizations in August 2024. Scan the QR code to the left to learn more about who received grants.





Early intervention and prevention with YEP

Launched in July, YEP provides prevention programs, comprehensive recovery and a peer support model for Little Rock youth in grades 7 to 12. Their center features a teen lounge, computer lab, nutritious snacks, and homework help in a nurturing, safe, fun community for youth. TOV Wellness, a fully accredited counseling group, has partnered with the center.

"YEP will provide a safe space for kids to identify things in their lives that are important to them and then practice making decisions using their own personal values and mission statement," said Rebecca Webber, project coordinator.

The program incorporates a dual curriculum focusing on the books "The Four Agreements: A Practical Guide to Personal Freedom" and "Seven Habits of Highly Effective Teens." These resources help them navigate interactions with others and teach them control in their decision-making and actions. Developing these skills within a supportive community prepares youth to make healthier choices.

Early intervention is crucial for youth who exhibit antisocial behavior or who make poor decisions and are at risk of substance use or self-harm. As one of the few programs in Arkansas designed for youth, YEP works to prevent youth substance use by offering support and early intervention. The program is also available for youth coming out of recovery programs.

Youth enrolled in YEP can access certified peer support specialists, support groups and after-school programs. YEP Peer Support Specialist Billie Jean Mayben, who faced substance dependency early in her life, offers invaluable guidance to the attendees.

"There's an endless number of possibilities as to what they can do with their life, regardless of how they came up," said Mayben. "I know that's true because I've done it."

These specialists are relatable and understand the resources available for others facing similar challenges.

Clinical support at UAMS Six Bridges Clinic

In March, UAMS opened its Six Bridges Clinic to provide clinical services and early intervention for youth aged 12 to 21 who are dealing with substance dependency. Youth can get screening and evaluation appointments for opioids, alcohol, marijuana, vaping and any other substances.

The clinic also offers family therapy and medication management to assist in ongoing recovery and co-occurring mental health disorders. These outpatient services help youth find the necessary support and resources without interrupting time in school or with their family. Together, YEP and Six Bridges offer hope to young Arkansans facing substance use challenges.

To learn more about YEP or enroll in an upcoming program session, visit wolfstreet.org/yep.

To learn more or schedule an appointment with the Six Bridges Clinic, call 501-526-8487.

Open Enrollment for 2025 coverage

If you need an individual or family health insurance plan for next year, the Open Enrollment Period (OEP) runs from **November 1, 2024, to January 15, 2025**. During OEP, you can decide to keep or change your existing plan.

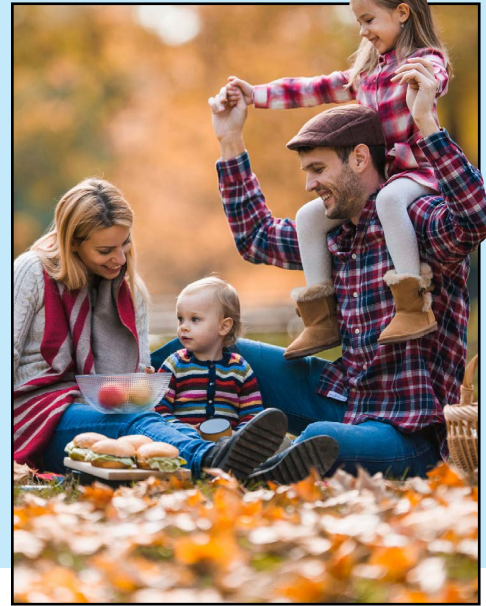
We understand this is an important decision. Our friendly experts can help you find the best plan for your needs and budget.

How to update your coverage

Watch for your annual benefit update letter, which will explain your options in detail.

If you want to discuss a new health plan:

- Call **800-392-2583** to talk to our health insurance experts.
- Visit an ArkansasBlue Welcome Center. Find your location or schedule an appointment at arkbluecross.com/locations.
- Shop online at arkbluecross.com/enroll.
- Contact your local agent.



BlueCard[®]

Take charge of your health,
wherever you are.

If your health plan includes the BlueCard benefit, you're covered across the United States and many places around the world! With BlueCard, our members traveling or living outside of Arkansas have access to the national Blue Cross and Blue Shield networks, which help them save money and receive the best healthcare.

To use the BlueCard program:

- Always have your member ID card with you or you can access a digital version in Blueprint Portal.
- When you're outside of Arkansas, call BlueCard access at 800-810-BLUE (2583) or use the National Doctor & Hospital Finder to locate in-network doctors and hospitals.
- All participating providers are paid directly, so the claims process is easy on you! At the time of service or treatment, you will usually only need to pay for out-of-pocket expenses like non-covered services, deductibles, copayments or coinsurance.



Scan to learn more
about BlueCard.



Scan to learn more
about GeoBlue.

If your plan does not include BlueCard and you need national or international coverage, consider enrolling in a 2025 plan that includes BlueCard or one of our GeoBlue international health insurance plans. GeoBlue plans offer excellent health coverage for short- and long-term overseas travelers and expats. You can enroll year-round before your trip! Scan to learn more or enroll.



Medicare Annual Enrollment Period

October 15 – December 7

The Medicare Annual Enrollment Period (AEP) is almost here. It's time to decide which Medicare option is best for you – to stay with your current Arkansas Blue Medicare plan, choose a different Medicare Advantage plan, or return to Original Medicare. Arkansas Blue Medicare has some exciting plan options you won't want to miss.

The Annual Enrollment Period is October 15 through December 7, with plans and benefits going into effect on January 1, 2025.

What's most important when it comes to your health coverage? Whether it's a plan that delivers real savings, makes it easy to get personalized care, or offers those extra benefits that give you peace of mind, we're here to help you find the right Medicare plan that fits your needs and budget.

Call your local Blue agent at 800-392-2583.

Visit arkbluecross.com/Medicare-learn and watch our short video or visit us in person at your nearby ArkansasBlue Welcome Center.

What makes our Medicare Advantage plans special?

- Many HMO and PPO plans with \$0 monthly premiums, \$0 primary care visits, and \$0 copays
- Comprehensive dental, vision, hearing, and prescription drug coverage
- Personalized care from a vast network of trusted providers and hospitals

Arkansas Blue Medicare HMO and PPO plans include valuable extras designed to help you stay your healthiest:

- Walmart Wellness Benefits Card for over-the-counter (OTC) health-related products
- Valuable Healthy Blue Rewards
- No-cost 24/7 Nurse Advice Line
- \$0 SilverSneakers® fitness program membership

Enrollment ends December 7

If you're about to turn 65, have current Medicare coverage, or have a loved one looking to switch, feel confident in what Blue has to offer. Now is the time to look at Arkansas Blue Medicare. Our plans deliver valuable benefits, savings, and rewards – all with the local support of the Arkansas Blue Cross and Blue Shield name you know and trust.

The local plan focused on your health, not shareholder wealth.

ANNUAL NOTICE: 2025 summary of benefits and coverage

available November 15 for individual / family policyholders

As required by the Patient Protection and Affordable Care Act (PPACA), the Summary of Benefits and Coverage (SBC) (OMB Control Numbers 1545-2229, 1210-0147 and 0938-1146) provides information regarding coverage specifications and limitations that apply to the health insurance plan you have selected.

Before the end of each year, Arkansas Blue Cross and Blue Shield provides members who have individual/family health insurance policies* (but do not have Medicare policies) with an SBC.

This official communication includes information about the coverage provided by your health insurance plan in a summary format for the upcoming

year. Beginning November 15, 2024, you may access this information:

- **Online in the “Benefits” section of the Arkansas Blue Cross secure member self-service center, Blueprint Portal, at blueprintportal.com**
- **By calling Arkansas Blue Cross customer service at 800-800-4298 to receive a printed version**

After that date, you also may go to arkbluecross.com/sbc and enter your member number (found on your member ID card) into the SBC locator tool to review the document online and print it.

If you make changes to your Arkansas Blue Cross health plan benefits that

differ from your current coverage, a new summary will be created for you within seven work days of our receipt of your change request. It will be available to you in the same manner described above.

Arkansas Blue Cross, Health Advantage, BlueAdvantage Administrators of Arkansas, and Octave Blue Cross and Blue Shield members who receive health coverage through an employer group will get their SBC from their employer group plan administrator at the appropriate time.

** These are members who do not have health insurance through an employer, a Medicare health plan or short-term, limited-duration Blue policies.*

Women’s Health and Cancer Rights Act

The Women’s Health and Cancer Rights Act of 1998 introduced changes in insurance coverage for a mastectomy. In accordance with the law, all group and individual health plans that provide medical and surgical benefits for mastectomy will cover reconstructive breast surgery, including:

Reconstructive surgery on the breast on which the mastectomy was performed

Reconstructive surgery on the unaffected breast to “produce a symmetrical appearance”

Prostheses and treatment of complications of any stage of a mastectomy, including lymphedema (postsurgical fluid buildup)

These provisions apply to all policies issued by Arkansas Blue Cross and Blue Shield, Health Advantage, BlueAdvantage Administrators of Arkansas, and Octave Blue Cross and Blue Shield and are subject to the applicable copayments, coinsurance, benefit limitations, exclusions and benefit maximums. If you have questions about your insurance coverage, contact your group benefits administrator or a customer service representative at the number listed on the back of your health plan ID card.





Get motivated. Get hyped. Get strong.

Join the 2025 Blue & You Fitness Challenge

Registration for teams in the 2025 Blue & You Fitness Challenge is now open! The free Challenge, founded in 2004 and hosted by Arkansas Blue Cross and Blue Shield, the Arkansas Department of Health and the Arkansas Department of Human Services, runs from March 1 to May 31, 2025. It encourages participants to exercise, make healthy choices, and log those activities to earn points, which are collected for contest recognition and rewards. **Registration for teams closes on January 25.** Individuals can register within teams from **February 1-28.**

To learn more, visit blueandyoufitnesschallenge-ark.com or register your group by scanning this QR code.

Need more information or help learning how to create a team? Email info@blueandyoufitnesschallenge-ark.com.

Gather your group – whether it’s a water aerobics class or a community group or a book club – and create a team to join the 2025 Challenge!



Customer Service

NUMBERS

May we help? For customer service, please call toll free:

Arkansas Blue Medicare

HMO Plans (H6158 and H9699)	844-463-1088
PPO Plans (H3554)	844-463-1088
PFFS Plans (H4213)	844-463-1088

Arkansas Blue Medicare Prescription Drug Plans (S5795):

844-463-1088

Arkansas Blue Cross and Blue Shield Medicare Supplement Plans

800-338-2312

Individual and family metallic members (Arkansas Blue Cross, Health Advantage and Octave)

800-800-4298

Limited Duration Arkansas Blue Cross members

800-238-8379

Arkansas Blue Cross group members Pharmacy questions (Caremark)

800-238-8379

800-863-5561

Health Advantage group members Pharmacy questions (Caremark)

800-843-1329

800-863-5567

BlueAdvantage members Pharmacy questions (Caremark)

888-872-2531

888-293-3748

Federal Employee Program members Arkansas State Employees / Public School Employees

800-482-6655

800-482-8416

Looking for health or dental insurance? We can help!

For individuals, families	800-392-2583
For employer groups*	800-421-1112



Visit our websites for more information:

- arkansasbluecross.com
- arkbluemedicare.com
- hub.arkansasbluecross.com
- healthadvantage-hmo.com
- blueadvantagearkansas.com
- blueandyoufoundationarkansas.org
- arkansasoctave.com



Call or visit an ArkansasBlue Welcome Center to speak to someone close to home.

Fayetteville 3013 N. College Ave.	479-379-5180
Fort Smith 3501 Old Greenwood Road – Suite 3	479-648-1635
Hot Springs 1635 Higdon Ferry Road – Suite J	501-620-2620
Jonesboro 2110 Fair Park Blvd. – Suite I	870-935-4871
Little Rock (MIDTOWN) 416 S. University Ave. – Suite 110	501-396-8675
Pine Bluff 509 Mallard Loop	870-536-1223
Rogers 4602 W. Walnut St.	479-973-6675

*Arkansas Blue Cross, Health Advantage and BlueAdvantage Administrators of Arkansas

Arkansas Blue Cross and Blue Shield
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We want to hear from you!

We want to know more about your experience with Blueprint magazine. Respond to our survey, and enter for a chance to win a pickleball basket that includes paddles, balls and other fun items.



What stories in *Blueprint* do you enjoy? Do you like print copies or digital? Do you want to see more recipes, personal stories, or health-related information? Let us know! Just go to the QR code and fill in your answers. The survey takes less than five minutes and will help guide our content for future issues.

Thank you for your participation!

Take a shot at winning your own pickleball set!

