

August 2013 Employer Worksite Wellness Webinar

2013 Campaign Schedule



		Texas
Month	Webinar Topic	Date and Time
January	2013 Wellness – An Overview of Well onTarget	1/29 10-11 AM
February	2013 Wellness – An Overview of Well onTarget	2/26 10-11 AM
March	Thrive to Stay Alive: Happiness in the Workplace	3/19 10-11 AM
April	Wellness Incentives in Workplace Cultures: Best Practices	4/23 10-11 AM
May	Rescheduled	5/28 10-11 AM
June	Creating a Culture of Wellness at Your Worksite: An Overview of Well on Target Consulting Services	6/25 10/11 AM
July	Blue Care Connection	7/23 10-11 AM
August	Employee Resources: Exploring Be Smart. Be Well. and Blue365	8/27 10-11 AM
September	Reframing the Well-Being Value Proposition for Sustainable Results	9/26 10-11 AM
October	TBD	10/22 10-11 AM
November/December	TBD	12/10 10-11 AM





August 2013 Agenda



- Introduction
- ❖ Be Smart. Be Well. Katie Hocking
- **❖ Blue365 Discount Program Kate Duncan**
- ❖ Fitness Program Angelica Camacho
- **Questions**



Be Smart. Be Well.

Mission Statement



• The goal of *Be Smart. Be Well.* is simple: to help all of us stay healthier and safer through increased awareness and simple-to-use knowledge. With each new topic, we focus on delivering real-life video stories, information and resources that can have a positive impact on people's lives.

http://vimeo.com/71369203

be smart be well[®] .com

Executive Summary



- Be Smart. Be Well. (BSBW), is an award-winning consumer health website produced by the country's largest customer-owned health insurer. At the forefront of the video storytelling health-information movement, BSBW helps people manage important health issues like childhood obesity, food safety and more with videos that feature health experts and real-life people. Produced in collaboration with medical experts and leading health organizations, such as the Centers for Disease Control, BSBW is a non-commercial informational resource available to the public.
- Launched in 2008, the site now includes in-depth coverage of 12 topics. The site typically adds 1-2 new topics per year, and incorporates new videos and articles into existing topics.
- Impact-to-date:
 - Average 14,000 unique site visitors per month / 142,000 per year in 2012, a 57% increase from 2011.
 - Generated 606,910 video views in 2012, a 51% improvement vs. 2011
 - Built database of 45,000+ opt-in subscribers to BSBW's e-newsletters and e-alerts.
 - Created a Facebook community of more than 45,000 Facebook fans, making it the second-largest HCSC Facebook page (IL 43,932; TX 26,490; OK 9,920; NM 8,353).
 - More than 9.2 million overall impressions of BSBW content and brand in 2012.

Video Storytelling: A Way to Better Health



- Be Smart. Be Well. is at the forefront of the video storytelling health-information movement, helping people manage health issues with videos that feature medical experts and people living with these issues.
- A 2011 study published in <u>Annals of Internal</u>
 <u>Medicine</u> found video storytelling is an
 effective way to educate people about health
 conditions and watching others share their
 health stories can empower people to take
 control of their own health.
- BeSmartBeWell.com presents real people: kids, teens and parents--from all backgrounds and walks of life--talking about important health issues.
- BSBW was invited to present on "An Internet-Based Approach to Health Literacy" at the 2012 Blue National Summit in Orlando, Fla., based on these principles.



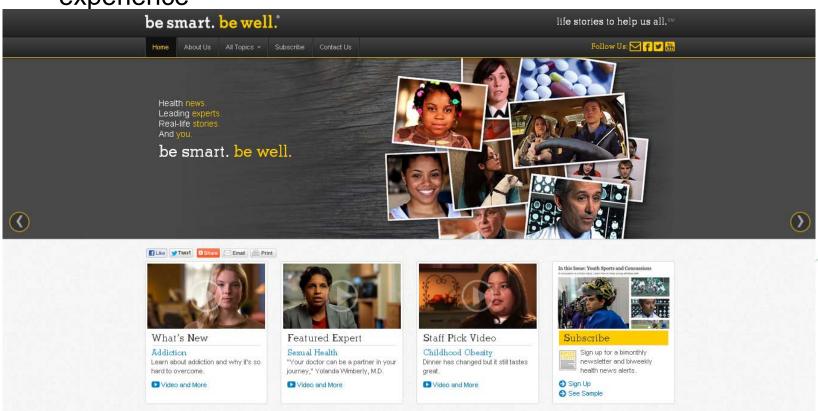
"When we developed our personal stories, we imagined viewers would see these stories and go 'Gosh, they're just like us."

Stephanie Vomvouras, M.D., medical director,
 Blue Cross and Blue Shield of Illinois, and
 BeSmartBeWell.com medical advisor

Site Redesign



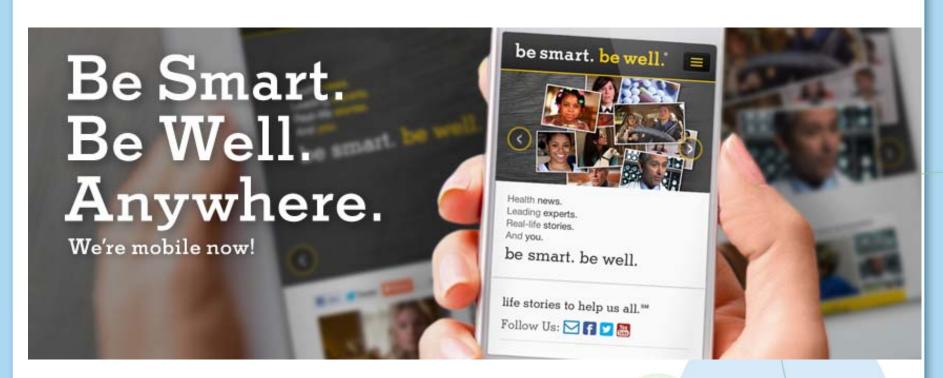
- BeSmartBeWell.com Redesign (May 2013)
 - New Look and Feel for more user-friendly and engaging experience



Site Redesign



- BeSmartBeWell.com Redesign (May 2013)
 - 100% Mobile smart phones, tablets, desktop
 - 13% of BSBW.com users access the site from a mobile device



Featured Topics



Addiction (Newest topic) Caregiving Childhood Asthma **Childhood Obesity Domestic Violence Drug Safety Food Safety** Healthy Sleep (June 2013) Managing Pregnancy Risk Mental Health Sexual Health Sexually Transmitted Diseases (STDs) Teen Dating Abuse Teen Driving Traumatic Brain Injury (TBI)

Content Partnerships



- Be Smart. Be Well. collaborates with leading health organizations and medical experts to provide the most accurate and up-to-date health information.
- Our videos include interviews with experts from a variety of renowned organizations and institutions such as:























Content & Co-Marketing Partnerships





• The following organizations have worked with BSBW not only to collaborate on video stories, but also to help promote a BSBW topic to their organization's audiences:



Centers for Disease Control and Prevention
CDC 24/7: Saving Lives. Protecting People.™









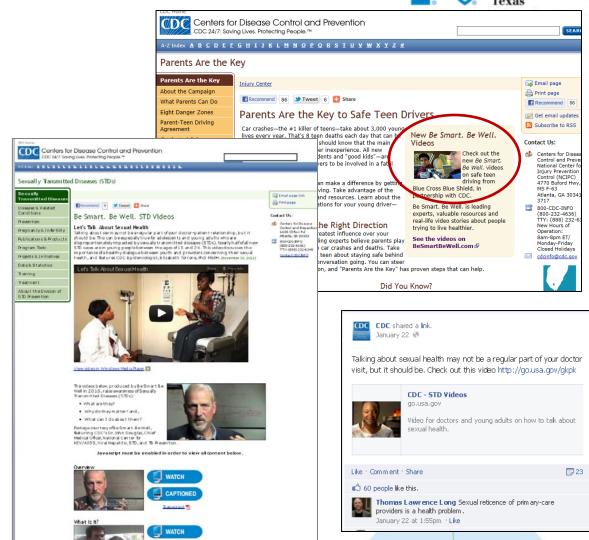


Partnerships: CDC



Centers for Disease Control and Prevention (CDC):

- •The National Center for Injury Prevention and Control provided advice and direction for BSBW's new Teen Driving videos released in Jun-2012, as well as worked with BSBW on comarketing activities like linksharing and participated in Safe Teen Driving Day Event on Facebook.
- •BSBW produced a video, *Sports* and *Concussions*, with the Division of Injury Prevention in fall of 2012.
- •BSBW produced a video, *Let's Talk About Sexual Health*, with the Division of STD Prevention in fall 2012.

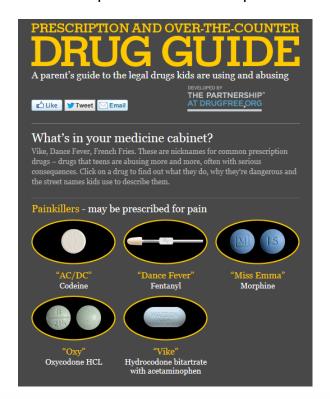


Partnerships: The Partnership at DrugFree.org



The Partnership at Drugfree.org:

BeSmartBeWell.com and Partnership at Drugfree.com created a co-branded "Prescription and Over-the-Counter Drug Guide" and co-promoted it through a variety of media and social media channels, including a BSBW-sponsored satellite media tour with Steve Pasierb, CEO, The Partnership at Drugfree.org. The media tour generated 22 total interviews, 1,063 airings (including a morning show in Houston, TX), 16.2 million audience impressions, and over \$310,000 in broadcast value. The partnership activities were also mentioned in The Partnership's 2011 Annual Report.





Drug Abuse Guide

Steve Pasierb, CEO, The Partnership at Drugfree.org, featured on BSBW's satellite media tour in Oct-2011

Prescription and Over-the-Counter Drug Guide With BeSmartBeWell.com, we introduced a comprehensive prescription and over-the-counter drug guide so you can better understand the medicines kids are abusing.

New: Prescription and Over-the-Counter

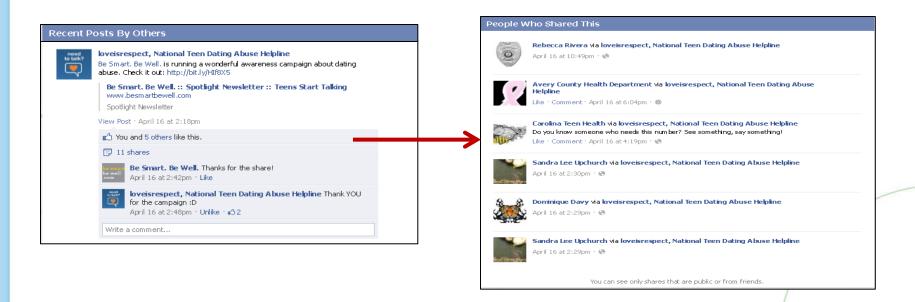
The Partnership at Drugfree.org's 2011 Annual Report with mention of Be Smart. Be Well

Partnerships: LovelsRespect.org



Love Is Respect / Break the Cycle/National Dating Abuse Helpline:

BSBW consulted with leading dating abuse prevention and advocacy organizations to produce a teen dating abuse video and are jointly promoting the video and resources available at BeSmartBeWell.com/domestic-violence through a social media campaign and other outreach efforts.



Love is Respect commenting on BSBW/Facebook and reposting on their Facebook pages.

Awards & Recognition



Be Smart. Be Well. has been recognized for excellence by a variety of health and media organizations, including

2012

- American Business Awards
 - 2012 Silver Stevie Winner in Health Products and Services category
- Telly Awards
 - Silver (highest) Award in Health and Wellness category
 - Silver Award in Safety category
 - Bronze Award in Social Concerns category
- Communicator Awards
 - Excellent (highest) Award for BSBW and domesticviolence
 - Plus, Award of Distinction for "Carolyn's Story"

2011

- Web Health Awards
 - Bronze for BSBW and domestic violence
- Sprout Film Festival
 - Two of 50 films selected to be shown at international festival

2010

- Content Wise Award
 - Magnum Opus, Gold Award for BSBW and childhood obesity

Awards & Recognition



Here are some of the organizations using Be Smart. Be Well. videos and content in their patient/community education and outreach efforts. This list is not exhaustive and only represents those activities of which we are aware:

By Association:

- Advocate Health
- America's Health Insurance Plans (AHIP)
- HCSC FEP Marketing
- National Institute of Health Care Management Foundation adolescent health literacy
- PE Central

By State:

- AL Public Health Nursing Association
- AK Petersburg Public Health Center
- ■IL Brain Injury Association of Illinois
- IL Chicago Job Corps Department of Labor
- IL Evanston Township High School Nutrition Services
- ■IL Serenity House Counseling Services
- ■NE Boys Town
- •NM Los Alamos National Laboratories
- TX Medical Association
- ■TX State Dept. of Health Communications
- ■TX Department of Social and Health Services
- ■WV Community Heath Hampton Health District





- Spotlight Email Newsletter
- The Spotlight Newsletter is delivered six times per year, featuring one special topic with videos, articles, and quizzes.
- No. of subscribers: 39,000+
- Open Rate: 36%
- Click Rate: 5%

Industry average:

15% open rate | 3% click rate

Spotlight Newsletter





- Spotlight News Alert Email
 Newsletter
- Spotlight News Alerts are emailed two times per month, featuring a key news headline for each topic. News headlines are provided by Meltwater News.
- No. of subscribers: 36,000+
- Open rate: 27%
- Click rate: 5%

Industry average:

15% open rate | 3% click rate



BSBW on Facebook | 50,100 fans

•Facebook is integrated into every topic promotion to reach and engage more with BSBW's target audiences of teens, young adults, and parents.



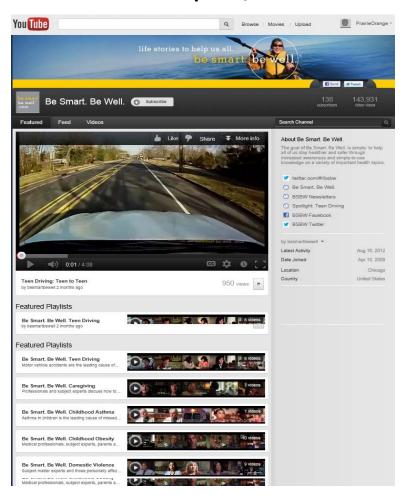


Engagement Opportunities for Members





BSBW on YouTube | 272,467 Video Views

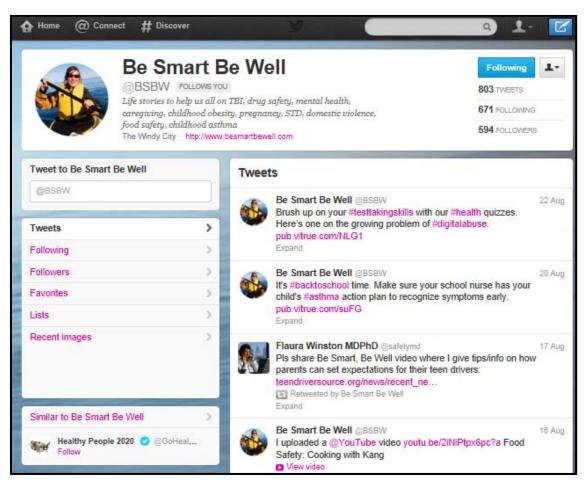


 All videos are posted on Be Smart. Be Well's YouTube channel, organized by topic, which have generated more than 203,000 video views to date.





BSBW on Twitter | 655 Followers



 Be Smart. Be Well. regularly tweets and posts on Twitter. Today BSBW has 665 followers.



Join our online community: Besmartbewell.com







facebook.com/besmartbewell

youtube.com/besmartbewell

twitter.com/BSBW

Thank you!

Katie Hocking, 8-653-7601



Wellness Webinar Blue 365°

Objectives



- Introduction to Blue365
- Discount Offering Highlights
- Registration Process
- Where To Learn More

Blue365°

We Believe



- That health care costs are an issue of significant concern.
- That a healthy workforce is essential to a company's continued growth and prosperity.
- That much of the illness in many companies is directly preventable.
- That the workplace is an ideal setting to address health and wellbeing.
- That workplace wellness programs can transform the corporate culture and change lives.

Our Blue365 member discount program supports employer wellness initiatives by offering savings opportunities that make achieving and maintaining wellness <u>simpler</u>, more <u>affordable</u> and more <u>accessible</u> for more employees.

Blue365°



Blue365 allows members and their covered dependents to save money on value-added health care products and services not usually covered by a member's benefit plan.

 All members need is their BCBS Card – Members simply need their ID card to register and receive discounts from top national and local retailers on fitness gear, gym memberships, family activities, healthy eating options and much more.

 No annual limits – Members and their covered dependents can enjoy discounts as often as they like.

No claims to file, no referrals, no additional fees to participate – It's just one more advantage of being a BCBS member!



Discount Offerings



HCSC Vendor Relationships

Blue365 continues with the existing HCSC vendor relationships from the previous member discount program











National Partnerships

Blue365 partners with select national brands and is developing more partnerships to bring high-value weekly deals to our members









Reebok



Vision Discounts



BCBS members and their covered dependents pay less for vision accessories and services through the Davis VisionSM national network of more than 30,000 independent and retail providers.



Vision Discounts

on eye exams and eyewear and accessories at retailers such as:

Visionworks • EyeMasters

Laser Vision Correction*

surgery, including eye exam, post-operative care and consultation

Contact Lenses

through the online discount contact lens replacement program

Lens 1 2 3

^{*}Financing available

Hearing Discounts



Through TruHearing® a discount is available to BCBS members, as well as their parents and grandparents who are not enrolled in a BCBS plan.

- Hearing test performed by a licensed hearing specialist at no additional charge*
- Quality digital hearing aids available at a reduced price
- 3-year warranty
- 45-day money-back guarantee



Life Time®Fitness



Life Time Fitness offers a complete health fitness experience no matter your fitness level, interests, schedule or budget.

Through Blue365, Life Time Fitness will waive the enrollment fee for new BCBS members who join their health club.



Note: There are no current Life Time Fitness health clubs in New Mexico or Montana.

Jenny Craig

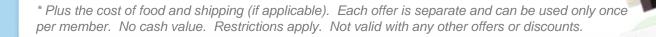


Lose Weight & Get Healthy! Get started with Jenny today with two membership options*:

•30% off the initial enrollment fee on a 12 month membership.

OR

•Free 30-day Trial through the Jenny As You Go monthly Program.



Procter & Gamble (P&G) Dental Products



Keep your smile healthy and bright with Procter & Gamble dental bundles

Get significant discounts on P&G oral care bundles that include products such as electric toothbrushes and Crest® dental care products

The latest in Oral B[®] power toothbrushes, toothpaste, whitening kits, floss and more





Save Money While You Stay Healthy



Register online at *

blue365deals.com/BCBSIL/blue365deals.com/BCBSTX/blue365deals.com/BCBSNM/blue365deals.com/BCBSOK/

Once registration is complete, members will receive weekly "Featured Deals", which will offer additional discounts from leading health companies and online retailers.

Thank you for registering with Blue 3551 Check your email to activate your account.

Please your you must be a receipt not that NO can and attain the sex wood to activate your account.

Please your you consider a receipt not that NO can and attain the sex wood to activate your account.

Please your or you can be a receipt not that NO can and a sex No. Then also the your build note.

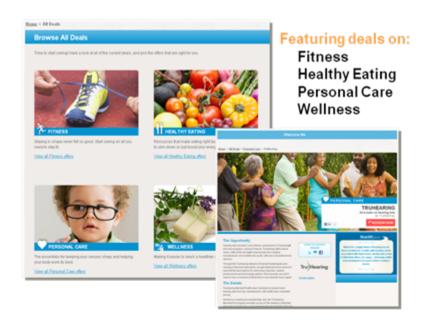
Pyou don't receive the most green your your form and and the NO Can be your access to bear to ensure wherey if you do receive your last and a sex No. The sex of your access to bear to ensure wherey if you do receive their thanks to be a sex of the sex

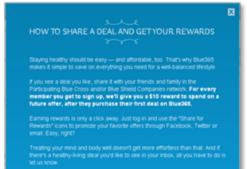


^{*} URL is case sensitive.

Blue365°



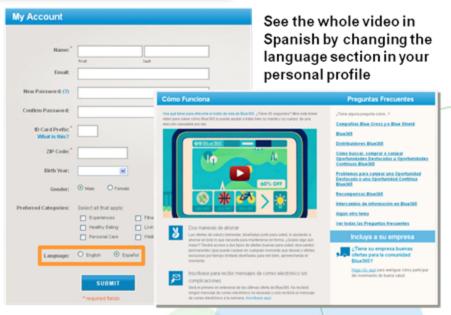




Share deals with friends and family and receive cash rewards on future offers



Learn more about Blue365 by watching this short video under the "How It Works" tab.



Look for Blue 365 on Blue Access®



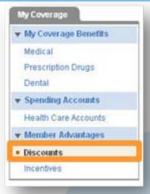


Members can log on to

Blue Access for Members

for the most up-to-date **Blue365** information.







Well ปกโลrget[™] Fitness Program

Well onTarget™ Fitness Program Refer-a-Friend September Promotion



- Current members can receive a free month of membership when they refer a qualifying new member from September 1 to September 30
- Referred members receive waived enrollment fee
- Enrollment* is easy
 - 1. Online- Log in to Blue Access for Members and click Fitness Program in the Quick Links
 - 2. By phone- 888-762-BLUE (2583) Monday-Friday between 8 a.m. and 9 p.m.

*Must provide name and Fitness Program ID number of referring friend

 No long-term contract and only \$25 per member per month

Flexibility

Convenience

 Unlimited access to nationwide network of more than 8,000 participating fitness centers Easy online enrollment and automatic monthly payment withdrawal

Ease

Well onTarget™ Fitness Program Refer-a-Friend September Promotion



- Special communication materials will be available for promotion to your employees
- Contact your Account Executive for these materials, which include:
 - Marketing Flier
 - 2. Email Template
- Members will be notified of the Fitness Program campaign in the September issue of LifeTimes





Well onTarget™

Refer a Friend in September and Get a Free Month of the Fitness Program

Current members of the Fitness Program can share their love of fitness in September* by referring a friend. Qualifying new members will receive a waived membership enrollment fee and you may get a free month of membership**.

Enroll online by logging into Blue Access for Members™ at bcbsil.com or by calling 888-762-BLUE (2583).

The Fitness Program offers unlimited access to a nationwide network of more than 8,000 participating fitness centers. Other features:

- No contract required. Pay only \$25 per member per month.
- Access to discounts through a nationwide Complementary and Alternative Medicine (CAM) network
- Earn a bonus 2,500 Life Points*** for joining and up to 500 points per week for regular visits.

