

# How do I take the Wellbeing Assessment?<sup>1</sup>

## If you are already registered with Blue Connect<sup>SM</sup>:

- + Log in to [BlueConnectNC.com](http://BlueConnectNC.com)
- + Click on **Wellness** at the top of the page
- + Click on **Wellbeing Assessment** from left navigation
- + Click on the **Take the Wellbeing Assessment** button
- + Answer the questions
- + Review and print your results

**Please note:** If you use a pop-up blocker, you will need to disable it before taking the Wellbeing Assessment.

## If you have forgotten your User ID:

Below the Member Login box, click Forgot User ID? and follow the online instructions. [You will need your Blue Cross and Blue Shield of North Carolina (Blue Cross NC) ID card.]

## If you have forgotten your Password:

Below the Member Login box, click Forgot Password? and follow the online instructions.

Blue Cross NC offers Healthy Outcomes programs as a convenience to aid you in improving your health; results are not guaranteed. Blue Cross NC contracts with Optum, an independent third-party vendor, for the provision of certain aspects of Healthy Outcomes programs and is not liable in any way for goods or services received from Optum. Blue Cross NC reserves the right to discontinue or change Healthy Outcomes programs at any time. The programs are educational in nature, and are intended to help you make informed decisions about your health, and to help you comply with your doctor's plan of care. Decisions regarding your care should be made with the advice of your doctor.

<sup>1</sup>The Wellbeing Assessment is provided by Blue Cross NC through an association with Optum. The purpose of this Wellbeing Assessment is to provide members with information to assist in maintaining and improving their health. Participation in this survey and any follow-up contacts based on individual results is completely voluntary. In filling out this survey, members will be disclosing Protected Health Information (PHI) that is protected by Federal and State law and will be protected as described in the "Notice of Privacy Practices" provided at enrollment or in their benefit booklet. Survey results will be shared with Optum and Blue Cross NC to provide additional health plan services and programs for members. Individual survey results will not be used to establish insurance coverage rates, eligibility for coverage or employment decisions. Information will only be shared with employers for wellness program administration, incentive tracking and clinic administration purposes, upon employer request.

BLUE CROSS®, BLUE SHIELD®, the Cross and Shield symbols, and service marks are marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield plans. Blue Cross NC is an independent licensee of the Blue Cross and Blue Shield Association. U8257e, 7/19

## If you are NOT already registered with Blue Connect:

- + Make sure you have your Blue Cross NC card available. You will need this information to complete the registration process
- + Go to [BlueConnectNC.com](http://BlueConnectNC.com)
- + Click on **Register Now**
- + Be sure you enter your Subscriber ID exactly as it appears on the ID card. If the Subscriber ID includes letters, there will be between one and four letters. There will always be between eight and 11 numbers.
- + Enter your date of birth using two digits for month, two digits for day and four digits for year.
- + When entering your home ZIP code, please remember this must be the same ZIP code that we have in our records.

## Account setup:

**User ID** – User ID can be any combination of letters, numbers or special characters, but must be between six and 128 characters in length.

**Password** – Your password must be no fewer than six characters and no more than 32 characters in length. It must include one non-alphabetical character (a number or symbol, such as @ or %) and cannot contain spaces.

**Security Question** – As an added measure of security, select a question that only you will know the answer to and provide the answer. If you forget your password later, we will ask you to answer this same question to verify your identity. Be sure that the question and answer you select are secure.

**Email Address** – One is required. If you do not have an email address, please visit [yahoo.com](http://yahoo.com) or [gmail.com](http://gmail.com) and create an email address to be used for registration.

FOR  
MORE  
INFO

If you need assistance, please call our technical support group at **1-888-705-7050**.



# NON-DISCRIMINATION AND ACCESSIBILITY NOTICE

## **Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides:**

- + Free aids and services to people with disabilities to communicate effectively with us, such as: qualified interpreters and/or written information in other formats (large print, audio, accessible electronic formats, other formats.)
- + Free language services to people whose primary language is not English, such as: qualified interpreters and/or information written in other languages

If you need these services, contact:

### **Customer Service**

**Call: 1-888-206-4697, 1-800-442-7028 (TTY and TDD)**

If you believe that Blue Cross NC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

**Blue Cross NC, P.O. Box 2291, Durham, NC 27702**

**Attention: Civil Rights Coordinator-Privacy,  
Ethics & Corporate Policy Office**

**Call: 919-765-1663, 1-888-291-1783 (TTY)**

**Fax: 919-287-5613**

**E-mail: [civilrightscordinator@bcbsnc.com](mailto:civilrightscordinator@bcbsnc.com)**

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Civil Rights Coordinator-Privacy, Ethics & Corporate Policy Office is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at:

**Online: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>**

**Mail: U.S. Department of Health & Human Services  
200 Independence Avenue, SW Room 509F  
HHH Building Washington, D.C. 20201**

**Call: 1-800-368-1019, 1-800-537-7697 (TDD)**

**Complaint forms are available online at:**

**<http://www.hhs.gov/civil-rights/filing-a-complaint/index.html>**

This notice and/or attachments may have important information about your application or coverage through Blue Cross NC. Look for key dates. You may need to take action by certain deadlines to keep your health coverage or help with costs. You have the right to get this information and help in your language at no cost. **Call Customer Service: 1-888-206-4697.**

## **Discrimination is Against the Law**

Blue Cross NC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Blue Cross NC does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-888-206-4697 (TTY: 1-800-442-7028).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-206-4697 (TTY: 1-800-442-7028).

注意: 如果您講廣東話或普通話, 您可以免費獲得語言援助服務。請致電 1-888-206-4697 (TTY: 1-800-442-7028)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-206-4697 (TTY: 1-800-442-7028).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-206-4697 (TTY: 1-800-442-7028) 번으로 전화해 주십시오.

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-206-4697 (ATS: 1-800-442-7028).

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالجان. اتصل برقم 1-888-206-4697. المبرقة الكاتبة: 1-800-442-7028.

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-888-206-4697 (TTY: 1-800-442-7028).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-206-4697 (телетайп: 1-800-442-7028).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-206-4697 (TTY: 1-800-442-7028).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:સુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-1-888-206-4697 (TTY: 1-800-442-7028).

ចំណាំ: ប្រសិនបើលោកអ្នកនិយាយជាភាសាខ្មែរ សេវាកម្មជំនួយផ្នែកភាសាមានផ្តល់ជូនសម្រាប់លោកអ្នកដោយមិនគិតថ្លៃ។ សូមទំនាក់ទំនងតាមរយៈលេខ៖ 1-888-206-4697 (TTY: 1-800-442-7028)។

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-206-4697 (TTY: 1-800-442-7028).

ध्यान दें: यदि आप हिन्दी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-888-206-4697 (TTY: 1-800-442-7028) पर कॉल करें।

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-888-206-4697 (TTY: 1-800-442-7028).

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-888-206-4697 (TTY: 1-800-442-7028)まで、お電話にてご連絡ください。