

# Baltimore County Public Schools' Employees Can Now Access the Following Information:

## Online Access through MY ACCOUNT

CareFirst is pleased to offer *My Account*, a web site that allows you to directly access your health benefit information online. So now, you can obtain answers to many questions regarding your health insurance coverage and costs, including your date of eligibility, who is included on your policy and the status of your current and previous claims, as well as your current deductible and maximums – all conveniently online. Visit [www.carefirst.com/myaccount](http://www.carefirst.com/myaccount) to register.



While our Member Services representatives are still here to serve you, isn't it nice to know that you can get answers to many of your questions on your time?

## Health Information on the Internet

Visit our own online, interactive guide for health related topics. Called *My Care First*, this site offers information on nutrition, fitness, chronic illnesses, stress, mental health and much more. You'll also find support if you're trying to lose weight, quit smoking or manage your chronic illness. *My Care First* covers the latest developments in medicine and health. Check it out at [www.carefirst.com](http://www.carefirst.com) to learn how you can maintain a healthier lifestyle.

## Options Discount Program

The *Options* program provides you with discounts on laser vision correction, hearing care services, ElderCare information and referral, fitness centers and mail order contact lenses, as well as alternative therapies such as acupuncture, massage therapy and chiropractic care. CareFirst members can also receive discounts on Tai Chi, Qi Gong, Pilates, Yoga, Nutrition Counseling, Guided Imagery, Meditation instruction, Mind-Body instruction and personal training.



You can also save \$10 on a 3-month subscription to Weight Watchers Online® when you sign up through [www.carefirst.com](http://www.carefirst.com). Weight Watchers Online® provides a set of personalized tools to help you stay on track. Set up your own Online Journal, Meal Planner, Weight Tracker, and Progress Charts, and search a database of over 800 Weight Watchers recipes, and calculate points for your own foods and meals.

Options is not a covered benefit under your health plan, but rather a way for you to access health and wellness practitioners at discounted rates. To find out more, visit [www.carefirst.com](http://www.carefirst.com).

## How to locate a Provider at www.carefirst.com

- ◆ Go to [www.carefirst.com](http://www.carefirst.com).
- ◆ Click on the “Find a Doctor” button in the Solution Center.
- ◆ If you want to find out whether or not a specific doctor participates in one of our networks, type the doctor’s last name in the box entitled “Search By Provider Name.” All doctors with that last name will appear in a chart. Select the appropriate doctor from that list to determine which networks he or she participates in.
- ◆ If you are searching for a new provider, select one of the options listed under “Search By Provider Type.” From that point select Medical and choose Point of Service (POS) or Preferred Provider Organization (PPN/PPO) for specialists. And then click “Locate a Provider.”
- ◆ You may also call the Member Services toll-free number on the front of your ID card for assistance in selecting a PCP.



FirstHelp™

CareFirst BlueCross BlueShield (CareFirst) offers FirstHelp, a medical advice service. FirstHelp is staffed by registered nurses who can answer your health care questions and help guide you to the most appropriate care. FirstHelp nurses are ready to take your call 24 hours a day, seven days a week: just call (800) 535-9700.