

Wellness Tools and Programs



WELLNESS TOOLS AND PROGRAMS

Staying healthy is easier than ever — you just need the right tools! Learn what's available in your GuideStone® medical plan*.



Visit [GuideStone.org/WellnessTools](https://www.guidestone.org/WellnessTools)

*Global Core, Cigna International and Medicare-coordinating plans are excluded from wellness tools and additional benefits.

Access MyQHealth by Quantum Health

MyQHealth is just a tap, click or call away



Think of MyQHealth as your personal team of nurses, benefit experts and claims specialist who will do whatever it takes to support your unique health care needs.

MyQHealth is your one resource to contact whenever you need help with your **medical, wellness or pharmacy benefits.**



MyQHealth is just a tap, click or call away.
You have one mobile app, one website and one phone number.

MyQHealth – Care Coordinator app | [GuideStoneHealth.org](https://www.GuideStoneHealth.org) | 1-855-497-1230

MyQHealth

MyQHealth is just a tap, click or call away

Get to know MyQHealth with these great resources:

- Learn more with this welcome [handout](#).
- Get started with this [checklist](#).
- Find an in-network provider with [Care Finder](#).
- Read the [frequently asked questions](#).
- Review the [precertification process](#).

24/7/365 Access to Care

- All members have access to Teladoc, a 24/7/365 telephone and online video service offering non-emergency consultations with U.S. board-certified doctors.
 - Comprehensive and protection plans members have a \$0 co-pay for Teladoc consultations.
 - For consumer-driven plans, the member is required to pay the full \$47 consultation fee until they have met their deductible, and then claims will be paid at 100%.
- Teladoc significantly lowers costs and improves access to care by providing an alternative to urgent care and emergency room usage.

U.S. Board-Certified Physicians

- Teladoc provides access to U.S. board-certified physicians who are available anytime, anywhere and can resolve many non-emergency medical issues.
- Teladoc physicians can diagnose, treat and prescribe medication when medically necessary for a wide range of conditions.¹
- Teladoc consultations are available via telephone and video with the secure member portal or the Teladoc mobile app.^{2,3}

¹Teladoc physicians do not prescribe substances controlled by Drug Enforcement Agency, non-therapeutic drugs and/or certain other drugs which may be harmful because of the potential for abuse.

²Teladoc operates subject to state regulations.

³Video consultations are available during the hours of 7 a.m. to 9 p.m., seven days a week.



For additional information on how to register for Teladoc, download the [handout](#).

Get Paid to Shop for Health Care with SmartShopper

- Prices for the same quality medical services can differ by thousands of dollars within the same neighborhood and even within the same health plan network.
- Most providers do not publish their price lists so it's impossible to know which location offers the best price for the quality care you're seeking.
- SmartShopper can help you shop for quality, lower-cost health care, and you can earn cash rewards* from \$25 to \$1,000 and lower your out-of-pocket costs.

Examples of Cash

Procedure	Your Reward*
MRI	Up to \$100
CT scan	Up to \$100
Colonoscopy	Up to \$150
Mammogram	Up to \$50

Find a list of qualified services [here](#).

*Reward payments may be taxable.

Call 1-866-285-7475 to shop for the best price.

3 Simple Steps to Earn Cash Rewards*

SmartShopper®

Step 1: Shop for care.

When your doctor recommends a medical service or procedure, call 1-866-285-7475 to shop for the best price.

Step 2: Complete the procedure.

Complete the procedure at the location of your choice.

Step 3: Earn cash rewards*.

Once your procedure is complete and your claim is paid, SmartShopper verifies that the location qualifies for an incentive and mails you a reward* check to your home.

*Reward payments may be taxable.



Learn more about SmartShopper [here](#).

Blue Distinction® Specialty Care Benefits

Blue Distinction Centers

If you're facing a serious medical procedure, it's important to have it performed by experienced providers at hospitals where patients have better results when compared to other facilities. How can you choose the right one? Look for the Blue Distinction Center designation of quality and the Blue Distinction Center+ designation of quality and efficiency.

Overall, patients treated at Blue Distinction Centers have:

- Better outcomes
- Fewer complications and readmissions
- Higher survival rates

Find a Blue Distinction Center at [BCBS.com/blue-distinction-center-finder](https://www.bcbs.com/blue-distinction-center-finder).



For additional information on Blue Distinction Centers, download the [handout](#).

Health Coach

How a Health Coach Can Help You

- Your MyQHealth Health Coach can answer your questions, support you in making informed health decisions and help you navigate the health care system.
- A MyQHealth Health Coach may help to:
 - Ensure that you get the right care at the right time, identifying any gaps in care.
 - Coordinate services you receive from your health care treatment team.
 - Increase your understanding of your health condition or situation.
 - Make sure you take the right medication(s) according to your doctor's orders.
 - Reduce avoidable emergency room visits and hospital readmissions.
 - Locate available community resources and programs to help you succeed.



For additional information on health coaching, download the [handout](#).

Early Steps® Maternity Coaching

Preparing for Baby

To help expectant mothers better understand every stage of pregnancy and make more informed care and lifestyle-related decisions, there's Early Steps Maternity Coaching. This maternity education and support program provides:

- In-depth educational information on all aspects of pregnancy
- Individualized support
- Helpful information on caring for your newborn



For additional information on Early Steps Maternity, download the [handout](#).

Diabetes Management

Prevention and Resources

Diabetes is the 7th leading cause of death in the U.S.

As the seventh-leading cause of death, diabetes is a public health crisis in the United States. In fact, the American Diabetes Association reports that diabetes care accounts for \$237 billion in direct medical costs each year.

- Visit [GuideStone.org/Diabetes](https://www.guidestone.org/diabetes).
- Test yourself to see if you are at risk for prediabetes.
- If you have diabetes, find out how receiving a free meter and how to get lower-cost supplies.



Where to Go for Care

How to Make the Smart Choice When Choosing Medical Care

You need medical care, but where should you go? Your GuideStone medical coverage provides five basic options. See which one is right for you.

	Telemedicine (Teladoc®)	Primary Care Physician	Urgent Care	Hospital-based ER	Freestanding ER*
Why Visit	The convenient choice	The in-office choice	The urgent and after-hours choice	The emergency choice	The emergency choice
Cost	\$	\$\$	\$\$\$	\$\$\$\$\$	\$\$\$\$\$

Where to Go for Care

Urgent Care or Freestanding Emergency Room?

How to Know the Difference

Distinguishing between an urgent care facility and a freestanding emergency room can be tricky. It's important to know where you are being treated, because freestanding emergency room treatment can cost thousands more than the same treatment at an urgent care clinic.

Look for the following clues to distinguish the difference. Freestanding emergency rooms:

- Include the word "emergency" in the facility name
- Are never attached to a hospital
- Are usually located in more affluent neighborhoods
- Offer more complex treatment options than urgent care
- Charge much higher prices than urgent care facilities

Where to go for care

Be Prepared to Access the Right Care

While we all hope never to need emergency, urgent or after-hours care, it is wise to be prepared by:

- Registering now with Teladoc.com/GuideStone so you can easily access Teladoc when you are ill.
- Familiarizing yourself with the location of your nearest urgent care clinics.
- Learning which hospital emergency rooms are part of your network by visiting GuideStoneHealth.org.

It is also important to be familiar with your insurance provider's options for treatment. GuideStone members can review the options for seeking treatment and benefit levels in your plan booklet available at GuideStone.org/PlanBooklets.



For additional information on where to go for care, download the [handout](#).

This information only highlights the depth of coverage and benefits you can receive when you protect yourself with GuideStone®. Limitations and exclusions apply. This material is a general summary of the plans. The official plan documents and contracts set forth the eligibility rules, limitations, exclusions and benefits. These alone govern and control the actual operation of the plan. In the event of a conflict with the description in this material, the terms of the official plan documents and contracts will control its operation.

GuideStone reserves the right to change or cancel these programs at any time. This material does not imply an employment contract or guarantee of benefits. Medical underwriting could be required.

GuideStone Insurance Products and Services

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