

# BlueCarpet Benefits for your entire healthcare journey.

Free personalized health Benefits and advocates to help you feel supported, covered, and confident.

For Crewmembers and dependents enrolled in an Anthem Medical Option.

When it comes to your health needs — the everyday and unexpected — count on BlueCarpet to be there for you. From enhanced Benefits to guidance from specialized Family Advocates, BlueCarpet makes it easier to find and get the personalized care and support you need at no cost to you.

## Engage puts your healthcare in your hands.

Keeping track of your Benefits has never been easier. **Engage** is your go-to app and website for staying on top of your healthcare, accessing BlueCarpet Benefits and earning Healthy Rewards. It's everything you need related to your health Benefits — all in one place, and all from the palm of your hand. Already have the app? Great! If not, download it today. You can also register online at [my.engage-wellbeing.com/jetblue](https://my.engage-wellbeing.com/jetblue).

Explore this guide for more information on all your BlueCarpet Benefits.



### Download Engage.

Go online to [my.engage-wellbeing.com/jetblue](https://my.engage-wellbeing.com/jetblue) or text the word **App** to 27978 or scan the QR code to download. For more information, call 1-800-466-5062.

## Your dedicated Family Advocate.

### There for you and your family when it matters most.

If you're enrolled in a JetBlue Medical Option through Anthem, you have access to a Family Advocate, your single point of contact for your healthcare and Benefits needs.

Your personal Family Advocate can help you:

- Find quality doctors, specialists, and care facilities in your Medical Option.
- Stay on top of preventive care and connect you with resources to help you better manage your health.
- Know and understand your BlueCarpet Benefits, including Healthy Rewards.
- Find in-person or virtual care, or schedule appointments for you.

Chat with your **Family Advocate** through **Engage**, or call **1-866-627-0709**.



### Clinical Advocates.

Personalized expertise for you when you need it.

You'll have an extended network of expert Clinical Advocates who will work with your doctor to provide additional expertise to create a personal care plan for you, if needed.

Your Clinical Advocate helps you and your family with your physical and mental wellness. The Clinical Advocate team is made up of registered nurses and other licensed health professionals who:

- Help you stay on top of ongoing health conditions.
- Work with your doctors on treatment plans.
- Help you if you suddenly become sick or you're in the hospital.
- Provide clinical support to help you reach and maintain your health goals.
- Help remove mental, physical, financial, and emotional barriers to care.
- Educate you on treatment options.
- Help you plan for surgery and everything in between.

#### How to get started with Clinical Advocates:

Your Family Advocate can connect you or you can **chat with a Clinical Advocate on Engage**.



### Digital physical therapy.

We've got your back with Hinge Health digital physical therapy.

If you have back, muscle, or joint issues, Hinge Health, BlueCarpet's free digital physical therapy solution, is there to provide you with personalized care plans. This program is available to you and your eligible dependents as part of your Medical Option.

Hinge Health is designed to help support short-term, long-term, and surgery recovery for back, muscle, and joint needs. You will receive unlimited visits from a team of licensed Doctors of Physical Therapy (DPTs) and specialists, such as orthopedic surgeons, nurses, nutritionists, and board-certified health coaches.

#### Get started with Hinge Health.

- Go to **hingehealth.com/jetblue-join** to sign up or log in. Or you can connect through the **Hinge Health** tile on **Engage**.
- Fill out a brief survey.
- Meet your dedicated care team.
- Schedule an initial virtual visit.

Once you're signed up, you'll get a personalized care plan and be able to track your progress through the app.



### Download Engage.

Go online to **my.engage-wellbeing.com/jetblue** or text the word **App** to **27978** or scan the QR code to download.

For more information, call **1-866-627-0709**.



## Inclusive Care.

Healthcare support for LGBTQ+ individuals and families.

Everyone should be able to trust and feel comfortable with their doctors. With Inclusive Care, LGBTQ+ individuals and families can be connected to medical and emotional support and best-in-class healthcare.

You will receive care from carefully chosen providers that are well equipped to treat the unique needs of the LGBTQ+ community. Benefits include:

- Clinical Case Managers who know your care plan and offer one-on-one guidance and specialty medication support.
- Health providers who are specialists and LGBTQ+ allies—specializing in hormone therapy, plastic surgery and behavioral health.
- 25 highly rated centers for gender health throughout the country that provide you with the information, support, expertise and confidence you need to make the best decisions for your health and happiness.
- Community support groups and educational resources for your loved ones.

Speak with your **Family Advocate** to be connected with Inclusive Care or **check it out under your Benefits in Engage**.



## BlueCarpet Cancer Care.

Advanced care, compassionate delivery.

Receiving a cancer diagnosis is a time when people need extra help to focus on their health and recovery, not on navigating the healthcare system. If you are ever diagnosed with cancer, we can help with our high-touch concierge program. It's tailored to your specific situation and condition — and delivered in the most caring and compassionate way possible, including:

- Matching you to top cancer centers in the U.S. for the care you need.
- Second opinion available through Carrum Health cancer support. Your nurse can connect you.
- Clinical Advocates who specialize in oncology will be there to guide you, including connecting you with top national experts who can offer second opinions on treatment options.
- Travel Benefits to designated Centers of Excellence to help remove barriers to the best care.
- VIP service and best-in-class clinical trials, if applicable through our program.

Learn more about Cancer Care support by contacting your Family Advocate.



## Building Healthy Families.

Family-building services through BlueCarpet.

JetBlue loves families in all shapes and sizes—and helps you on your unique path to parenthood. Building Healthy Families supports couples and singles thinking about becoming parents, expecting, adoption or surrogacy.

This digital resource program includes:

- Personalized solutions from health educators and nurse case managers to meet your needs.
- Help for expecting parents, adoptive parents, single parents, and parents of children ages 5 and under.
- Pathways for LGBTQ+ parents.
- Support during pre-conception and maternity to help manage care.
- 24/7 access to a convenient online site with tools and information through **Engage**.

**Connect to Building Healthy Families through Engage** or by talking with your Family Advocate.



## Fertility support.

Fertility and family coaching to help build families.

If you need help with fertility planning and building your family, we are here to support you.

Through WINFertility, traditional couples, same-sex couples, and single parent families can receive expert, personalized coaching if you're hoping to build a family. With this program, you'll be able to:

- Receive an individualized care plan with treatment recommendations based on your risk level and the options available to you.
- Set calendar reminders for doctors' appointments, taking medications, and other medical events.
- Sign up for discreet alerts, such as tracking ovulation.
- Contact nurse care managers 24/7 for answers to your questions, help with finding doctors, and listening to your concerns.
- Grow your knowledge on causes, treatments and medications related to fertility through educational resources.
- Get guidance throughout the fertility preservation process, including help finding a care provider in your network to freeze eggs and sperm.

Your Family Advocate can connect you to a WINFertility case manager. You can also reach WINFertility through **Engage**.



## Behavioral Health Resources.

The right support, available 24/7.

If you have health issues such as anxiety, depression, eating disorders, or substance use, the right support when you need it can make a big difference. Through your BlueCarpet Benefits, you'll find expert, confidential, and compassionate care — virtually or in person.

Behavioral Health Resources are available for you to call, day or night. A licensed clinician is available to speak with you and refer you to programs, care providers, and specialty services.

Licensed clinicians are there to help you:

- Find treatment programs.
- Arrange confidential counseling and services for your individual and family needs.
- Schedule a telehealth or in-person visit with a mental health professional.
- Access digital tools and programs and work through thoughts and behaviors that affect your emotional wellness.

### How to access Anthem Behavioral Health services.

**Phone:** Call **1-844-792-5141** to connect with experts who can help you learn more about your coverage and identify resources to fit your needs.

**Online:** Go to **engage-wellbeing.com/jetblue** 24/7 to search for a list of substance use health providers, view guides and articles, and find additional resources.

**In the app:** Go to **Behavioral Health Resources** in the **Engage** app.

**Your Member Information:** Your JetBlue Medical Group ID number (**270159**), along with your subscriber ID number.

### Applied Behavioral Analysis (ABA) Therapy.

To support children with autism, your Medical Option can help you:

- Locate in-network ABA Therapy providers and services.
- Provide clinical expertise on managing autism.
- Coordinate medical care, including ABA, Occupational, Speech Therapy.
- Explore available Benefits, community resources and other services.

**To reach ABA therapy support services:** Call **1-844-792-5141**, or go to **Engage** 24/7 to search for a list of ABA in-network health providers, view guides and articles, and more.



## Healthy Rewards.

Engage in your health to earn rewards.

Earning Healthy Rewards with the **Engage** app is as easy as 1, 2, 3. Completing these activities will not only help to improve your health, but earn you points to redeem in the Reward Center for a chance to win prizes.

To start earning Healthy Rewards, visit the **Rewards Center on Engage** and complete these three activities. All required activities must be completed to earn the full Healthy Rewards amount. There are no partial rewards.

1. Complete the Health Assessment on Engage.
2. Get an annual preventive exam or cancer screening.
3. Complete a check-in assessment through Navigator, powered by Spring Health.

Pilots, refer to **lifeisbetterinblue.com/healthy-rewards** for ways to earn.

Go to **Ways to Earn on the Engage app** to see the activities you need to complete in order to earn your Healthy Rewards.

Effective January 1, 2025, the Green Option will be discontinued for Crewmembers as part of Open Enrollment in Fall 2024. Stay tuned to **lifeisbetterinblue.com/healthy-rewards** for updates to the Healthy Rewards program in 2024.

## Your Family Advocate is ready when you are.

Connect with your Family Advocate by:



Calling **1-866-627-0709**.



Logging in to **Engage** or at **engage-wellbeing.com/jetblue**.



For more information on BlueCarpet, visit **lifeisbetterinblue.com/bluecarpet-support-programs**.



For more information about your Anthem Medical Option, visit **anthem.com/jetblue**.



To check out more details about your BlueCarpet Benefits, scan this QR code with your mobile device's camera.

Engage is the trade name of Castlight, Inc., a separate and independent company offering care management services on behalf of your health plan.