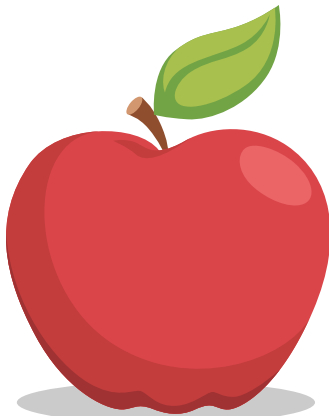


# WHAT IS WELLFRAME?

Wellframe is a mobile app for your smartphone or tablet that connects you to your Excellus BlueCross BlueShield Member Care Management team. Whenever you have a question about your health, use Wellframe to ask your care manager.

Wellframe turns your care manager's instructions into an easy health checklist. With Wellframe, you'll know what to do each day, and your care team will be there to help along the way.



## HOW CAN I GET STARTED?



Visit [wellframe.com/](https://wellframe.com/) **download** on your smartphone or tablet to install the Wellframe app.



Download the Wellframe app and select **Create New Account**.



Your access code is:  
**EXCELLUS**



Email [help@wellframe.com](mailto:help@wellframe.com)



[ExcellusBCBS.com/wellframe](https://ExcellusBCBS.com/wellframe)

Our Health Plan complies with federal civil rights laws. We do not discriminate on the basis of race, color, origin, age, disability, or sex.  
Atención: Si habla español, contamos con ayuda gratuita de idiomas disponible para usted. Consulte el documento adjunto para ver las formas en que puede comunicarse con nosotros.  
注意：如果您说中文，我们可为您提供免费的语言协助。请参见随附的文件以获取我们的联系方式。  
B-6997 / 13244-19M

# HEALTH HAPPENS AT HOME



Powered by  Wellframe

Excellus BlueCross BlueShield is a nonprofit independent licensee of the Blue Cross Blue Shield Association

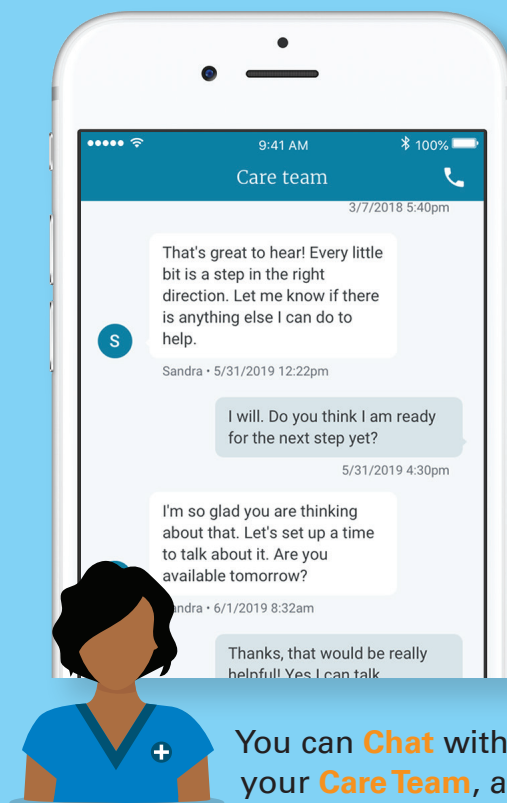
# EXCELLUS BLUECROSS BLUESHIELD MEMBER CARE MANAGEMENT

Because a little extra care  
can go a long way.

From everyday questions to long-term guidance through complex medical conditions, the Excellus BlueCross BlueShield Member Care Management team is here to lend a hand.

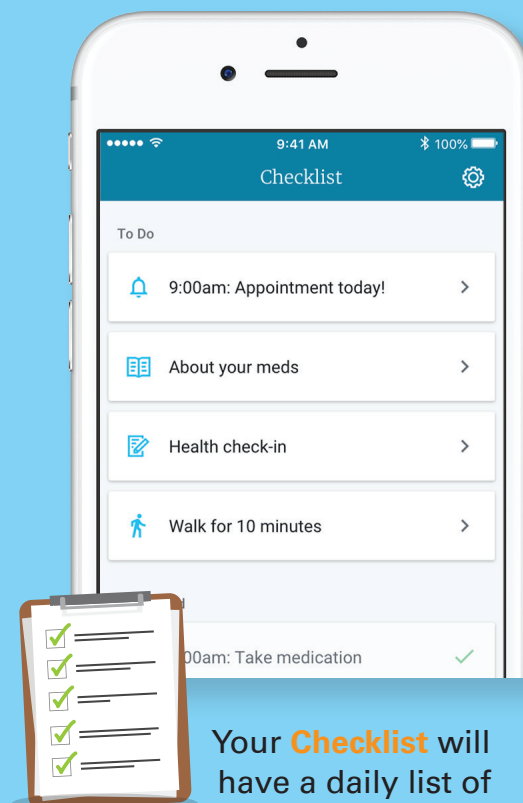
Need help keeping track of prescription refills? No problem. Need to find a support group or information about a diagnosis? We know just where to look. We can even help you learn how to better care for a family member. Just reach out; we're here for you.

## HOW DOES WELLFRAME WORK?



You can **Chat** with your **Care Team**, a nurse care manager who can answer medical questions about your health conditions or help you manage your medications.

Your **Excellus BlueCross BlueShield Health Advocate**, who helps you stay on track with your health goals by providing support and encouragement whenever you need it.



Your **Checklist** will have a daily list of tasks to complete and helpful articles to read about your health.

You can set up **Reminders** on your phone to help you keep track of your medications and appointments.

The **Me** tab shows a summary of your progress.

Learn more about managing your health in your **Library**, where you will find helpful articles and videos.