

# Benefit Resources



Do you know when to use all of the benefit resources included in the Farm Credit Foundations benefit program? Review the information below to determine who to contact when you need care.

Available to those enrolled in the Farm Credit Foundations Medical Plan

## 24/7 Nurseline



Toll-free: 800-299-0274

Hours of Operation: Anytime

## When to use?

- Ask a question or receive guidance on self-care at home
- Determine if you should go to ER or make an appointment with your doctor

**Cost:** Free

## Virtual Visits MDLIVE<sup>®</sup>

888-676-4204

Go to [MDLIVE.com/bcbsil](http://MDLIVE.com/bcbsil)

Text BCBSIL to 635-483

Download the MDLIVE app

(deductible and/or coinsurance will apply)

## When to use?

Non-emergent conditions like:

- Allergies
- Cold/flu
- Ear problems
- Sore throat
- and more

**Cost per visit:**  
\$48 for Consumer Choice 1 and 2  
\$25 for Copay Plan

Mental health services like:

- Psychologists/Therapists
- Psychiatrists
- Assessments
- Ongoing counseling
- Prescription management

**Cost:** Cost varies based on type or provider and length of visit.

## Health Advocates



Toll-free: 877-224-9598

Hours of Operation:  
7:00 a.m. - 7:00 p.m. (Central)

## When to use?

- Get personal assistance with your health care matters
- Understand your health benefits
- Talk to a BCBSIL clinician about health questions
- Sort out a new diagnosis and what to do next
- Shop for quality, lower-cost health care

**Cost:** Free

This is intended to provide general guidance on how you might take advantage of each resource. However, you are ultimately responsible for the action you take.

## My Medical Ally<sup>™</sup>

[mymedicalally.alight.com](http://mymedicalally.alight.com)

888-361-3944

**Cost:** Free

## Get Help Making Medical Decisions

- Get a second opinion from elite specialists across the country
- Understand any medical condition and available treatment options
- Find the most qualified doctors and top-rated hospitals in your area
- Ask your doctor the right questions

**TELUS<sup>®</sup> Health**  
Employee Assistance Program  
[one.telushealth.com](http://one.telushealth.com)  
888-319-7819

**HealthyReturns**  
Wellness Program  
[webmdhealth.com/healthyreturns](http://webmdhealth.com/healthyreturns)  
855-719-1909