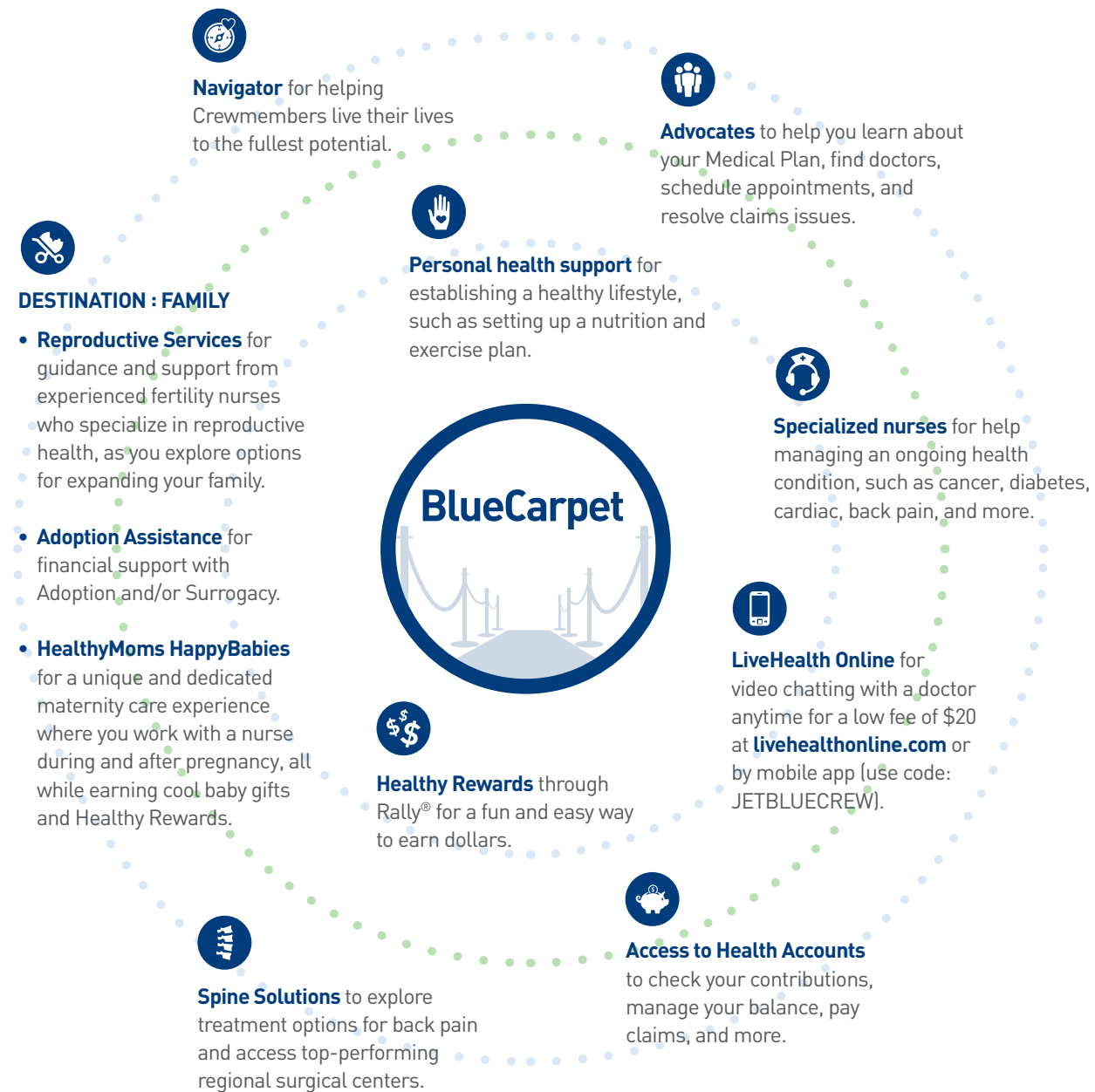


# WELCOME TO JETBLUE

2018 BlueCarpet Guide

# WELCOME TO JETBLUE

We know the first few days of any job are exciting—and they can be a little overwhelming too. You'll hear a lot about the great benefits you have here at JetBlue. One of the most important things we want you to remember is that BlueCarpet is here for YOU—whether you're trying to decide between the Green or Blue Medical Plan, connect with a nurse about your health condition, earn Healthy Rewards, or tune in to Navigator. All this, and more, is provided for you for FREE by BlueCarpet. The good news is that, unlike some of your other benefits that you will need to select within your first 30 days at JetBlue, you don't need to enroll in BlueCarpet and you don't have to fill out any paperwork. BlueCarpet will be here whenever you need it.



BlueCarpet is just one of the many wonderful benefits of being a JetBlue Crewmember. We offer BlueCarpet because we care about you—and your health—and we want to be sure you and your family have ongoing support for a healthy, happy life.

So read through this guide. If you have immediate questions, pick up the phone or send us a quick email. **Any question. Any reason.**



## QUESTIONS?

Call 1-866-529-1675, email [BlueCarpet@optum.com](mailto:BlueCarpet@optum.com) or visit [lifeisbetterinblue.com/bluecarpet](http://lifeisbetterinblue.com/bluecarpet). If you're a new Full-Time Crewmember, BlueCarpet will call to welcome you and answer any questions about your new benefits. Be sure to answer our call or, better yet, call us!

It's completely confidential, and you'll earn **\$50** in Healthy Rewards just for chatting with us.

## BlueCarpet

1-866-529-1675

[BlueCarpet@optum.com](mailto:BlueCarpet@optum.com)

TAKE US WITH YOU!

### YOUR BLUECARPET SERVICE IS AVAILABLE:

8 a.m. – 11 p.m. ET (M-TH)

8 a.m. – 8 p.m. ET (FRI)

9 a.m. – 2 p.m. ET (SAT)

OR, CALL ANYTIME TO SPEAK WITH NAVIGATOR OR A NURSE.

[lifeisbetterinblue.com/bluecarpet](http://lifeisbetterinblue.com/bluecarpet)

ANY QUESTION. ANY REASON.

# BLUECARPET BASICS

Each tab in this booklet covers a different service offered by BlueCarpet.

Who can participate? Look for the  **WHO'S ELIGIBLE** at the start of each section to find out.

BlueCarpet is a FREE service available to all Crewmembers and their dependents enrolled in a JetBlue Medical Plan. Call today if you're choosing your Medical Plan, and BlueCarpet can help you understand the differences between the **Green** and **Blue** options. BlueCarpet has two main features:



**Call to speak with a nurse, 24/7. No question is too big—or too small.**



**If you're a Crewmember or dependent enrolled in a JetBlue Medical Plan, call to speak with a BlueCarpet advocate.**

My son has a fever. Should we go to urgent care?

What's the best way to deal with allergies?

Can you help me find a specialist near my home?

Can I mix these two medications?

Does my insurance cover chiropractic care?

Why wasn't this claim covered?

How can I check my Health Account balance?

I have a new health condition. Can you help me understand my medication and set nutrition goals?

What's my Healthy Rewards total for this year?

BlueCarpet | 1-866-529-1675 | [BlueCarpet@optum.com](mailto:BlueCarpet@optum.com) | [lifeisbetterinblue.com](http://lifeisbetterinblue.com)

## Why call BlueCarpet?

Maybe you're wondering what a diagnosis means—or you just have a quick question about what's covered under your medical benefits. Whatever the reason, when it's about your health, we're here to help.

## BlueCarpet can help you:

- Connect with Navigator for Crewmember assistance, behavioral health, and substance use support
- Understand your JetBlue Medical Plan and Healthy Rewards
- Get answers to everyday health questions
- Connect with an experienced nurse when it comes to complicated health conditions such as diabetes, multiple sclerosis (MS), back pain, or cancer
- Find doctors and schedule your appointments
- Resolve claims and billing issues
- Establish a healthy lifestyle—lose weight, quit smoking, get more exercise, or improve your diet
- Get support managing stress, anxiety, or depression
- Learn about your Health Accounts
- Discover how to earn Healthy Rewards



Just call or email whenever you need us.

1-866-529-1675

[BlueCarpet@optum.com](mailto:BlueCarpet@optum.com)

Even if you don't have a JetBlue Medical Plan, you can still call to speak with a BlueCarpet team member. All Crewmembers can participate in **HealthyMoms HappyBabies**, **Healthy Rewards**, and **Navigator**.



## LOOKING FOR A NEW DOCTOR?

BlueCarpet can save you time by scheduling appointments and finding resources near you.





# GET REWARDED




**WHO'S ELIGIBLE:** Available to ALL Crewmembers, even if you're not enrolled in a JetBlue Medical Plan.

JetBlue cares about your health, and we want to reward you for making smart choices such as learning CPR, working out, or signing your child up for extracurricular activities. When you complete eligible activities, you'll earn Healthy Rewards—cash to use toward your health expenses.

Discover all the ways you can earn Healthy Rewards and track your progress on Rally, an interactive website powered by BlueCarpet. Rally is fun, easy, and available via computer, smartphone, or tablet anytime. Refer to the Rally section on page 8 of this brochure for further information.

Healthy Rewards are paid to the accounts linked to your **Green** or **Blue** Medical Plan. Not enrolled in a JetBlue Medical Plan? No problem! You will receive the dollars in a Healthy Rewards account through our business partner, Optum®. Refer to the Health Accounts section on page 10 of this brochure for further information.

## How much can you earn?

If you're a Part-Time Crewmember or if you are not enrolled in a JetBlue Medical Plan	\$250	 Record and track your Healthy Rewards at <a href="http://jetblue.werally.com">jetblue.werally.com</a> .
If you're a Crewmember enrolled in the Blue or Green Plan	\$400	
If you're a Crewmember and have dependents in your Blue or Green Plan	\$800	

Get started today! More on Healthy Rewards can be found at [lifeisbetterinblue.com/bluecarpet](http://lifeisbetterinblue.com/bluecarpet).



## PICK UP THE PHONE.

If you're a new Full-Time Crewmember, BlueCarpet will call to welcome you and answer any questions about your new benefits. Be sure to answer our call or, better yet, don't wait! Call us today at **1-866-529-1675**.

It's completely confidential, and you'll earn **\$50** in Healthy Rewards just for chatting with us.



## Questions about Healthy Rewards?

Visit [lifeisbetterinblue.com/bluecarpet](http://lifeisbetterinblue.com/bluecarpet), or give us a call at 1-866-529-1675.

Crewmembers can start earning Healthy Rewards at the first of the month, after 30 days of service from their date of hire. Here are just a few of the ways you can earn Healthy Rewards:

ACTION	AMOUNT	WHO'S ELIGIBLE?
Get your annual physical	\$200—Crewmembers enrolled in a JetBlue Medical Plan \$100—Part-Time Crewmembers or Crewmembers who waive Medical	Full-Time and Part-Time Crewmembers
Work with a nurse to manage an ongoing health condition, such as diabetes or cancer, or create a nutrition plan toward your goals.	\$50 when you enroll \$200 when you complete the program	Full-Time Crewmembers enrolled in a JetBlue Medical Plan
Complete a New Hire Call with a BlueCarpet advocate when you first join JetBlue as a new Crewmember	\$50	Full-Time Crewmembers newly enrolled in a JetBlue Medical Plan



**Where are my Healthy Rewards deposited? How can I access them?** Learn more in the Health Accounts section on page 10.



**Find additional tutorials at [lifeisbetterinblue.com](http://lifeisbetterinblue.com).** Click on the LEARN AND EARN tab for more ways to earn Healthy Rewards.



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BlueCarpet@optum.com | lifeisbetterinblue.com

# RALLY FOR HEALTHY REWARDS AND A HEALTHIER YOU

 **WHO'S ELIGIBLE:** Available to ALL Crewmembers, even if you're not enrolled in a JetBlue Medical Plan.

Available via smartphone, tablet, or computer, Rally—powered by BlueCarpet—can help you make simple changes to your daily routine, set goals, and stay on target. After completing the Health Survey, you'll get personalized recommendations to help you reach your health goals and earn Healthy Rewards.

## Get started on Rally

Registering is easy. Just follow these steps if you haven't already:

1. Visit [jetblue.werally.com](http://jetblue.werally.com) and click "Sign Up."
2. Enter your JetBlue email address and choose a password.
3. Set your username and a profile image. Your username should be fun and memorable, but not your real name.

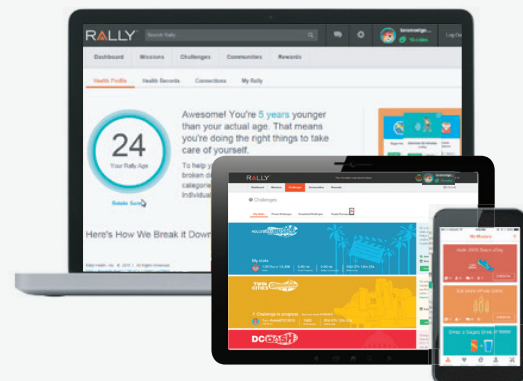
4. Enter your participant info: Employee ID (your 5-digit Crewmember ID), first name, last name, and date of birth.

Once you're registered, it's time to complete the Health Survey and start earning Healthy Rewards through Rally.



## TAKE RALLY WITH YOU.

Rally is available online via your computer, smartphone, or tablet. It even lets you connect with select online apps and wearables such as Google Fit ("Rally" on Android), Fitbit®, UA Record™, MapMyRun® and MapMyWalk™, Jawbone UP®, Runkeeper, Strava, Misfit, Moves, and Garmin.

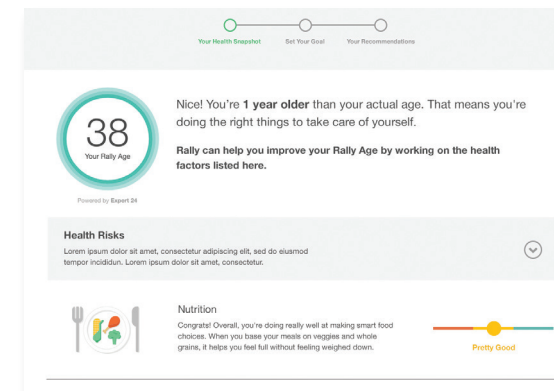


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BlueCarpet@optum.com | lifeisbetterinblue.com



## GET YOUR RALLY AGE<sup>SM</sup>

Complete the online Health Survey to get a measure of your overall wellness and earn Healthy Rewards. **Where else can you earn \$75 in 15 minutes or less?**



## EARN AND TRACK HEALTHY REWARDS

With Rally, you can view and complete available activities and track your personal progress toward earning Healthy Rewards. Click "Rewards" to see the dollars you've earned.

Have questions about your Healthy Rewards? **Call BlueCarpet at 1-866-529-1675.**

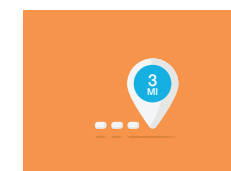


**Where are my Healthy Rewards deposited? How can I access them?** Learn more in the Health Accounts section on the next page.

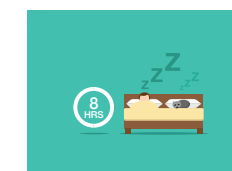


## CHECK OUT MISSIONS

After getting your Rally Age, you'll receive personalized recommendations to help you reach your health goals, such as Rally Missions, simple activities designed to help you improve your diet, fitness, and mood. **After you successfully complete three Missions, you can earn up to \$100 in Healthy Rewards.**



Walk 3 miles a day.



Get 7 to 8 hours of sleep a night.



## WIN COOL STUFF

But wait, there's more! On top of Healthy Rewards, you'll earn Rally Coins for completing your Health Survey, Missions, Challenges, and more. You can use Rally Coins to enter sweepstakes for a chance to win great prizes such as electronics, fitness gear, and gift cards. To check your Rally balance and see which sweepstakes are currently available, click "Rewards."

# MANAGE YOUR HEALTH ACCOUNTS



## WHO'S ELIGIBLE FOR WHAT:

- Dependent care Flexible Spending Account (FSA): All Crewmembers
- Health Reimbursement Account (HRA): Crewmembers enrolled in the Green Plan
- Health Savings Account (HSA): Crewmembers enrolled in the Blue Plan
- Health care Flexible Spending Account (FSA): Crewmembers not enrolled in a JetBlue Medical Plan and Green Plan participants
- Healthy Rewards Account: Crewmembers NOT enrolled in a JetBlue Medical Plan (see pages 6–7)

Your FSA, HRA, and/or HSA are administered by Optum Bank®, which brings you an integrated website and mobile experience to manage your Healthy Rewards and Health Account dollars.

### Make managing your account easy.

Visit [optumhealthfinancial.com](http://optumhealthfinancial.com) to manage your account, 24 hours a day, 7 days a week.

The secure website enables you to:

- File a claim online
- Set up direct deposit to receive your reimbursements faster
- View up-to-the-minute account balances
- Upload receipts and track expenses
- View or download plan information, forms, and notifications
- Request new payment cards



### LOGGING IN FOR THE FIRST TIME?

1. Go to [optumhealthfinancial.com](http://optumhealthfinancial.com) and click “Register for site.”
2. Enter your Social Security number, date of birth, and last name. Click “Next.”
3. Create your own unique username and password. Set up security questions and enter your email address.
4. Accept the website terms and conditions.

### View your Healthy Rewards balance.

Healthy Rewards are paid to the Health Account linked to your **Green** or **Blue** Medical Plan. Not enrolled in a JetBlue Medical Plan? No problem! You will receive the dollars in a Healthy Rewards account.

You can track your Healthy Rewards—what you have earned and how you have earned it—by logging in to view your Health Account. For example, your Health Account may indicate that the \$100 in Healthy Rewards you see was earned by completing three Rally Missions.

### Use one card for all your accounts.

Have more than one Health Account? Optum Bank will give you a single payment card and website, so you can manage your accounts with ease. Use your card to pay right at the doctor’s office, or wait until you receive a bill from your provider. You can then pay online or you can pay out of pocket and submit for a refund. You can view your medical claims online so you can decide how and when to pay.



## Download the Optum Bank mobile app

iPhone users:



Android users:



Access directly from the Apple Store or Google Play.

### Go mobile.

The Optum Bank mobile app has all the tools you need when you’re on the go:

- Get a quick account snapshot anytime
- Log in using the secure Touch ID or your password
- Track your balance, recent transactions, and contribution limits
- Capture and submit receipts and add receipts to specific expenses
- Pay claims and track payments
- Search for qualified medical expenses
- If you have an HSA, deposit money instantly with mobile check deposit
- Reimburse yourself
- If you have an HSA, discover how to maximize your account by viewing your progress along five key stages



Because it’s all part of BlueCarpet, your advocate can help answer questions related to your Health Accounts.



What can I use my Healthy Rewards for?

How does my payment card work?

What’s my account balance?

Did I receive my Healthy Rewards in my Health Account?


How do I get a new card?

What’s the status of my claim?

What type of health items can I get reimbursed for?

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BlueCarpet@optum.com | lifeisbetterinblue.com

# NAVIGATOR

 **WHO'S ELIGIBLE:** All Crewmembers and their families (even the entire household) can connect with Navigator.

Navigator is a free, confidential service that can help you check items off your to-do list. It also gives you access to counseling, legal advice, financial guidance, and much more.

## CREWMEMBER ASSISTANCE

We all weather challenging times, such as having relationship or parenting issues or trying to balance the stresses of everyday life. Connect with Navigator for support.

### Counseling:

Talk one-on-one with an experienced licensed counselor for support with stress management, strengthening relationships, work-life balance, grief and loss, and more. As with all Navigator services, your conversation will be private.

### Legal advice:


- Divorce
- Landlord and tenant issues
- Real estate transactions
- Wills and power of attorney
- Civil lawsuits and contracts
- Identity theft recovery

### Financial guidance:

- Saving for college
- Debt consolidation
- Mortgage issues
- Estate planning
- General tax questions
- Retirement planning
- Investment plans
- Family budgeting

### Work-Life services:


- Adult/elder care, such as housing assistance, support services, respite care, Medicare/Medicaid support, transportation, long-distance caregiving, and aids to daily living.
- Life learning, such as school issues, alternative education programs, community education programs, career counseling, enrichment classes, adult education classes, music, dance, arts and crafts classes, and online learning.
- Convenience services such as recreational activities, help finding a local repair service, entertainment, dining, nightlife options, and more.
- Child/parenting matters, such as childcare, parenting support, help for teens, camps, family activities, grandparenting assistance, and domestic relocation.

 You get up to **SIX FREE** in-person confidential counseling sessions a year to help with your needs.

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BlueCarpet@optum.com | lifeisbetterinblue.com





 **WHO'S ELIGIBLE:** Crewmembers enrolled in the Blue or Green Medical Plan can get behavioral health and substance use support.

## BEHAVIORAL HEALTH

Simplify the process of searching for behavioral health services and pinpoint resources to fit your needs.


If you're enrolled in the **Green** or **Blue** Medical Plan, your coverage includes the Optum Behavioral Health Network with more than 80,000 licensed and certified professionals, counselors, psychiatrists, and social workers, and over 3,500 treatment facilities providing both inpatient and outpatient services for anxiety, depression, counseling, Applied Behavioral Analysis, eating disorders, and more.

-  **MENTAL ILLNESS IS NOT ...**
  - An indicator of laziness or weakness
  - Something that only happens among adults
  - A hopeless condition that can't be "cured"
  - A representation of character
-  **MENTAL ILLNESS IS ...**
  - A product of biological, psychological, situational, and/or social factors
  - Prevalent in both children and adults
  - Treatable—with help, people can get better and, in many cases, recover completely

## SUBSTANCE USE

Asking for help with substance use can be scary. Navigator makes this first step less scary.

If you or a family member is abusing drugs or alcohol, Navigator is ready to listen and get you referrals to treatment centers, outpatient care, and support groups. A trained professional will work with you to find the proper level of care—whether outpatient, intensive outpatient, residential, or inpatient. Keep in mind that treatment can work and people recover from addiction every day.

 **Privacy is priority.** BlueCarpet is not staffed with Crewmembers. What you say to BlueCarpet will be kept confidential and will not be shared with JetBlue.

Navigator can connect you with specialists to support you or your family confidentially when you're in need of help with anxiety, depression, family crisis, substance use, or other mental health issues. For those enrolled in a JetBlue Green or Blue plan, your benefit coverage for services such as Applied Behavioral Analysis for Autism Spectrum Disorder, inpatient substance use, or eating disorders is now enhanced with access to the largest behavioral health network with more than 80,000 licensed and certified professionals, counselors, psychiatrists, and social workers, and more than 3,500 treatment facilities providing both inpatient and outpatient services, including Centers of Excellence. One phone call can connect you to the right person who can help you find the right treatment and support you with the right resources to stay on the path to recovery.

# DESTINATION : FAMILY

## Reproductive Services



**WHO'S ELIGIBLE:** All Crewmembers and their covered dependents enrolled in a JetBlue Medical Plan are eligible to participate if they meet infertility guidelines.

DESTINATION : FAMILY Reproductive Services helps guide Crewmembers through the health care system as they explore options for expanding their families—now or in the future.



### REPRODUCTIVE SERVICES NURSES

Highly qualified, experienced infertility nurses specializing in reproductive health to help ensure your care plan maximizes your chances for a successful pregnancy and minimizes your risks



### CENTERS OF EXCELLENCE

Access to Centers of Excellence to help ensure you receive care that is based on proven techniques provided by high-quality clinics



### FINANCIAL SUPPORT

Financial support for covered services with a lifetime maximum of \$25,000 for medical expenses and \$10,000 for pharmacy expenses

### What does DESTINATION : FAMILY Reproductive Services offer?

JetBlue offers this confidential program to help ensure your care plan includes the right mix of support and resources to help you maximize your chances for a successful pregnancy and minimize your risks.

### What are Centers of Excellence?

An infertility Center of Excellence (COE) is a provider that delivers a higher standard of care for Crewmembers and dependents who are trying to build or extend their families and are experiencing challenges due to infertility.

### How can the program help if I'm experiencing infertility?

If you're considering fertility treatments, your Reproductive Services Nurse can help you explore your options. They are highly qualified and specially trained in reproductive health with an average of 14 years of experience within the fertility industry.

Reproductive Services Nurses understand the emotional roller coaster you may be on and will provide compassionate support and expertise throughout your entire journey. They focus on ways to make the most impact and help improve your opportunities for success.

### Which expenses are covered?

Eligible expenses include but are not limited to in vitro fertilization (IVF), frozen embryo transfer (FET) cycle, artificial insemination (AI), cryogenic preservation, and intrauterine insemination (IUI).



For more information, view our DESTINATION : FAMILY Reproductive Services guide available on [lifeisbetterinblue.com/bluecarpet](https://lifeisbetterinblue.com/bluecarpet).

### Support throughout your journey

DESTINATION : FAMILY helps guide Crewmembers through their journey as they explore options for expanding their families—now or in the future.

Examples may include:



**JILL** and **JOHN** have been trying to start their family through multiple cycles of artificial insemination. After working with their Reproductive Services Nurse, they have decided to try IVF by way of a Center of Excellence in Fort Lauderdale.



**SARAH** and **HOLLY** have explored growing their family for a year. Through the Reproductive Services program, they found a Center of Excellence in Connecticut and are seeking treatment for IVF with donor sperm.



**CHRISTOPHER** and **LUCAS** would like to expand their family. They have decided to access the benefit to help cover the cost of inseminating a surrogate at a local Center of Excellence in New Jersey.



**KAREN** was recently diagnosed with endometriosis, and she would still like to add to her family. She is working with her Reproductive Services Nurse to research her treatment options and find the best Center of Excellence near her.



**SCOTT** was recently diagnosed with cancer. He would like to start a family but is concerned he might not be able to after his cancer treatment. Scott went to a Center of Excellence in Salt Lake City and sought treatment with cryogenic preservation.



### Don't see your journey in these examples?

We can help. Call BlueCarpet to share your journey and explore your DESTINATION : FAMILY program benefits.

BlueCarpet | 1-866-529-1675  
[BlueCarpet@optum.com](mailto:BlueCarpet@optum.com) | [lifeisbetterinblue.com](https://lifeisbetterinblue.com)



# DESTINATION : FAMILY

## HealthyMoms HappyBabies



**WHO'S ELIGIBLE:** FREE to ALL female Crewmembers—even if you're not enrolled in a JetBlue Medical Plan—and to dependents enrolled in the Green or Blue Plan.

If you're expecting a baby, CONGRATULATIONS! It's an exciting time—and one that's filled with a lot of questions. Get all the answers and support from a maternity nurse by enrolling in the HealthyMoms HappyBabies program.

Whether it's your first or your third child, you'll find helpful information about exercise, foods you should avoid during pregnancy, newborn care, and more. You'll work with the same nurse throughout your entire pregnancy (and up to six weeks after delivery).



### READY TO ENROLL?

To enroll in HealthyMoms HappyBabies, call BlueCarpet today.



As you complete the program, you will automatically earn points that can be redeemed for terrific baby gifts such as strollers, car seats, baby monitors, cribs, great gift cards, and more. Get the details at [jbhealthymoms.com](http://jbhealthymoms.com).



**Healthy Rewards**  
Earn \$50 for enrolling in/\$200 for completing the program (if you're enrolled in a JetBlue Medical Plan).



#### HERE IS WHAT CREWMEMBERS ARE SAYING ABOUT HEALTHYMOMS HAPPYBABIES:

My wife has LOVED the HealthyMoms HappyBabies program! The support was wonderful. She has learned a lot about care for herself and our new baby. Great prizes!

# DESTINATION : FAMILY

## Adoption Assistance



#### WHO'S ELIGIBLE:

An "Eligible Crewmember" is defined as:

- a Full- or Part-Time Crewmember
- based in the United States
- having been employed by JetBlue for at least two consecutive years. If both adopting parents are employed by JetBlue, only one Crewmember is eligible for the reimbursement.

Ineligible Crewmembers are those based outside of the United States, including Puerto Rico, or are classified as FlexCrew or Interns.

An "Eligible Child" is any individual who, at the time the Qualified Adoption Expenses are paid, is under the age of 18 or is physically or mentally incapable of caring for him or herself and is being adopted by an Eligible Crewmember. The child may also be a result of a surrogacy arrangement. An Eligible Child does not include stepchildren, grandchildren, children of domestic partners, or any other type of relative.

DESTINATION : FAMILY Adoption Assistance helps Crewmembers expand their families by providing financial assistance for adoption of an eligible child from a qualifying adoption agency or surrogacy.

#### Financial support

Financial support for covered services has a \$10,000 lifetime maximum. If a Crewmember is requesting reimbursement for both adoption and surrogacy, the reimbursement may not exceed \$10,000 total.

#### Eligible expenses include:

- Qualified adoption agency and application fees
- Home-study costs
- Attorney fees and court costs
- Transportation and travel expenses directly related to the adoption
- Lodging
- Immigration fees
- Foreign adoption fees

Crewmembers should consult a tax advisor to get information on the most up-to-date federal income tax regulations for adoption expenses, according to the IRS.

- Placement fees
- Maternity fees for the birth mother not otherwise covered by health insurance
- Expenses related to using a surrogate mother

#### Reimbursement submission

An Adoption/Surrogacy Financial Reimbursement Form must be submitted to the BlueBenefits Team along with itemized receipts and other necessary documentation for the eligible adoption/surrogacy expenses within 90 days of the finalization of the adoption or birth of the eligible child. The reimbursement form can be found on [lifeisbetterinblue.com](http://lifeisbetterinblue.com).

**Mail:** BlueBenefits  
27-01 Queens Plaza North, 7th Floor  
Long Island City, NY 11101

**Email:** [BlueBenefits@jetblue.com](mailto:BlueBenefits@jetblue.com)  
**Fax:** 718-228-8911



The above is a summary of the Adoption Assistance program; the full plan policy can be found on [lifeisbetterinblue.com](http://lifeisbetterinblue.com).

### BlueBenefits

For Adoption Assistance, call BlueBenefits at 1-800-466-5062.

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[BlueCarpet@optum.com](mailto:BlueCarpet@optum.com) | [lifeisbetterinblue.com](http://lifeisbetterinblue.com)

# GET PERSONALIZED SUPPORT FROM A BLUECARPET NURSE



**WHO'S ELIGIBLE:** Crewmembers and family enrolled in a JetBlue Medical Plan.

If you've been diagnosed with an ongoing health condition, you probably have a lot of questions—and a lot of worries. Skip the wondering and get answers and support from a nurse who understands your condition and can provide caring, personalized support. Your nurse can help you prepare for appointments, explain your medications, explore treatment options, and more. If you need specialized care, BlueCarpet can further help you:

- Identify any gaps in your health management that may impact your health
- Find specialists and make appointments
- Learn more about treatment costs and potential cost savings
- Establish a healthy lifestyle such as setting up a nutrition and exercise plan
- Resolve medical billing or claims issues



Just for working one-on-one with a BlueCarpet nurse, you and your dependents will **earn an extra \$250 in Healthy Rewards** when you complete the program.

## OVERWHELMED BY A DIAGNOSIS?

BlueCarpet can help walk you through the process, get a second opinion, and make a plan.

## ANTICIPATING AN UPCOMING DOCTOR VISIT?

BlueCarpet can help with questions to ask your doctor. Accurate knowledge can help empower you to make the right treatment decisions.

## Offered at no cost to you, Enhanced Care Management provides personalized support for the following and more:

- **PERSONAL HEALTH SUPPORT**  
BlueCarpet can help you and your family manage a chronic or complex health condition, such as MS, heart conditions, HIV, prolonged hospitalizations, diabetes, low back pain, surgical procedures, anxiety, stress, and more. Don't see your condition listed here? Call to find out how we can help.
- **DIABETES**  
Do you have diabetes or have you been diagnosed with prediabetes? A BlueCarpet nurse will help you understand what these conditions mean and how exercise and adding nutritious foods to your diet can help you control your blood sugar.
- **CANCER SUPPORT PROGRAM**  
If you're dealing with any type of cancer, don't go it alone. We'll help you understand your diagnosis and explore your options for treatment. Our team of oncology nurses will be with you at every step, including helping with the emotional side of cancer. We can also guide you to a quality doctor in your community or within the Cancer Centers of Excellence network.

**Don't see your condition on the list? Give us a call anyway. We will help!** If you're living with a health condition, get expert advice and individualized support from BlueCarpet—tailored to your specific health needs. Call today to get started. If we see that you qualify for a program, we might even give you a call.

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BlueCarpet@optum.com | lifeisbetterinblue.com

# WONDERING WHERE TO GO FOR CARE?



**WHO'S ELIGIBLE:** Crewmembers and family enrolled in a JetBlue Medical Plan.

If you or a family member needs care after hours, you have other options besides the ER. We're here to help you find the best type of care for you and get the most from your benefits.

Call us to find out your best—and most affordable—option. Available 24/7, we're here to discuss your symptoms and sort out your choices, so you can feel confident you're making the right treatment decision. You can even call when you're traveling.

## Designed to help you save time and money, our nurses can help you day or night to:

- Determine if you should go to the ER, urgent care, a convenience care clinic, or your doctor's office
- Learn self-care for minor illnesses and injuries
- Learn about possible benefits and risks of different treatment options
- Understand your diagnosis
- Learn more about specific medications
- Prepare questions for a visit to your doctor

Bilingual nurses are available to assist Spanish-speaking callers.



## HERE IS WHAT CREWMEMBERS ARE SAYING ABOUT THEIR BLUECARPET EXPERIENCE:

I worked with a BlueCarpet nurse and she was great. She answered all of my questions. She gave me great tips and advice on how to track my son's asthma symptoms.

I was able to talk to a live person right away as soon as I called. I just moved to a new state, and she helped me find a doctor's office that was open, so I could avoid the trip and expense of going to the ER.

HEALTH CONDITIONS/  
FIND THE RIGHT CARE

# SPINE SOLUTIONS



**WHO'S ELIGIBLE:** Available to Crewmembers and family enrolled in the Green or Blue Medical Plan.

If you're dealing with back pain, call BlueCarpet to find out about the help available to you through the Spine Solutions program. This specific service can guide you to the best option to get you back in action—whether surgical or non-surgical treatment is in order.

Start by getting connected to a dedicated Spine Solutions nurse to discuss your current activity levels and how much pain you have, to review treatment options, and to determine if you qualify for the enhanced benefits of this program.

Spine Solutions is a surgical program that provides access to top-performing regional surgical centers for covered Crewmembers and eligible dependents who meet the criteria for select elective inpatient surgeries. When you contact the Spine Solutions nurse team and enroll, the program can pay for enhanced benefits for these services provided by designated participating facilities.



## When you enroll in Spine Solutions, you and your nurse will talk about:

- What to expect from your planned procedure
- Other health conditions that may pose a risk (such as diabetes, smoking, heart disease, or lung disease)
- Testing or consultations that may be needed
- Available family or caregiver support during recovery

## If it is determined that surgery is the best option for you:

- Your Spine Solutions nurse will help you find and coordinate care with your local musculoskeletal team—i.e., doctors and other care professionals who specialize in bone, joint, and muscle disorders, such as physical therapists and chiropractors
- Once you're being treated at a Center of Excellence facility, your nurse will stay in touch with the onsite care coordinator, who will schedule appointments, guide you through surgery, and help with your recovery plan

## By using one of the BlueCarpet (Optum) Centers of Excellence facilities available in 35+ locations around the United States, you can:

- Get a second opinion of your diagnosis or treatment, if desired
- Access newer treatments and clinical trials
- Receive priority surgery scheduling
- Be certain that your care is provided by a team of specialized musculoskeletal experts
- Get assistance from an onsite care coordinator at the facility
- Enjoy fewer complications and 30 percent lower readmission rates compared with other facilities
- Get lodging for yourself and one family member (acting as a travel companion) covered by the program

To review your eligibility and receive the enhanced benefits of the Spine Solutions program, qualified Crewmembers and family members need to use a Center of Excellence facility and be enrolled in the program. If you're in the **Blue Plan**, 100% coverage is available after the deductible is reached (it's an IRS rule). If you're in the **Green Plan**, costs are covered at 100% including the deductible.

**\$0**

That means if you're in the Green Plan, or if you're in the Blue Plan and have reached your deductible, you'll pay \$0 toward services at a Center of Excellence.

For information about Spine Solutions, call BlueCarpet at **1-866-529-1675** or refer to [lifeisbetterinblue.com](https://lifeisbetterinblue.com).

BlueCarpet | 1-866-529-1675  
BlueCarpet@optum.com | lifeisbetterinblue.com



# Find your place on the BlueCarpet. **CALL TODAY.**

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## BlueCarpet

1-866-529-1675

[BlueCarpet@optum.com](mailto:BlueCarpet@optum.com)

### **YOUR BLUECARPET SERVICE IS AVAILABLE:**

8 a.m. – 11 p.m. ET (M-TH)

8 a.m. – 8 p.m. ET (FRI)

9 a.m. – 2 p.m. ET (SAT)

**OR, CALL ANYTIME TO SPEAK WITH  
NAVIGATOR OR A NURSE.**

[lifeisbetterinblue.com/bluecarpet](http://lifeisbetterinblue.com/bluecarpet)

Examples are fictional in nature and are shared for illustrative purposes only; they are not intended to be exhaustive.

BlueCarpet will respond to your email using a secure email system. For your privacy, please do not include personal health information in your first email to [BlueCarpet@optum.com](mailto:BlueCarpet@optum.com).

**This service should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room.** For Crewmembers who are covered under the JetBlue health plan, BlueCarpet is available at no additional cost as part of such health plan. For Crewmembers NOT covered under the JetBlue health plan, BlueCarpet is available at no additional cost as part of your benefits. CERTAIN PROGRAMS OR SERVICES ARE AVAILABLE TO CREWMEMBERS WHO ARE COVERED UNDER THE JETBLUE HEALTH PLAN ONLY. CONTACT YOUR BLUECARPET OR PEOPLE DEPARTMENT REPRESENTATIVE FOR MORE INFORMATION. The information provided is for informational purposes only. Program representatives cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law, and as such they may use or disclose the information you provide in furtherance of the BlueCarpet program; or, for Crewmembers who are covered under the JetBlue health plan, other services in furtherance of such health plan. Discuss with your doctor how the information provided is right for you. This is not an insurance program and may be discontinued at any time. Please refer to your plan materials for complete information.

Health Savings Accounts (HSAs) are individual accounts offered by Optum Bank<sup>®</sup>, Member FDIC. Flexible Spending Arrangements (FSAs) and Health Reimbursement Arrangements (HRAs) are administered by OptumHealth Financial Services<sup>SM</sup>. Rally Health provides health and well-being information and support as part of your health plan. It does not provide medical advice or other health services, and is not a substitute for your doctor's care. If you have specific health care needs, consult an appropriate health care professional. Participation in the health survey is voluntary. Your responses will be used in accordance with the law to provide health and wellness recommendations and to conduct other plan activities.

The Centers of Excellence (COE) program providers and medical centers are independent contractors who render care and treatment to health plan members. The COE program does not provide direct health care services or practice medicine, and the COE providers and medical centers are solely responsible for medical judgments and related treatments. The COE program is not liable for any act or omission, including negligence, committed by any independent contracted health care professional or medical center.

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