

2025 Blue FlexCard Member Guide



One card with access to all of these benefits:



Over-the-Counter
(OTC)



Home Safety
Devices



Vision



Rewards

To reach the Blue FlexCard member portal, go to BlueConnectNC.com and click on the Blue FlexCard graphic on the home screen. You can also call 1-844-428-9837 (TTY: 711) 7 days a week from 8 a.m. to 8 p.m. EST, excluding holidays.

2025 Blue FlexCard Member Guide Summary

Things to know:

1. To activate your card, call 1-844-210-2175 (TTY 711) or go to BlueConnectNC.com and click on the Blue FlexCard graphic on the home screen to reach the Blue FlexCard member portal. You must activate your card before use.
2. Use this card for the following:
 - OTC allowance (online catalog & in store)
 - Home Safety Devices allowance (catalog only)
 - Vision allowance
 - Rewards and incentives
3. Use your card at participating stores. For a list of participating stores, visit the Blue FlexCard Member Portal or call 1-844-428-9837 (TTY: 711).
4. Keep your card; it is reloadable. Your OTC funds will be loaded each calendar quarter and your Reward dollars will be added as you earn them.

When using the print catalog or online shopping portal, you have 3 convenient ways to order:

1. Online



You may shop and place an order on the FlexCard Member Portal. Go to BlueConnectNC.com and click on the Blue FlexCard graphic on the home screen to reach the Blue FlexCard member portal.

2. Mail



Mail the order form to:

Blue FlexCard Catalog Orders
PO Box 18522
Palatine, IL 60055-8522

If the end of the calendar quarter is approaching, you can order online or call us if you do not think your order form will be received in time.

3. Phone



If you have questions or would like to place an order by phone, call 1-844-428-9837 (TTY: 711) 7 days a week from 8 a.m. to 8 p.m. EST, excluding holidays.



Over-the-Counter (OTC)

Use your **\$108 quarterly OTC allowance** to buy health and wellness products.

- Use your Blue FlexCard at stores near you like Harris Teeter, Walgreens, and Walmart*. Participating store locations can be found using the “Find Stores” tool in the member portal.
- Order using the catalog or online shopping portal. Additional ordering details and an order form are included in the catalog that will be provided to you.
- Your OTC benefit dollars will be reloaded each calendar quarter. Unused funds expire at the end of each quarter and will not rollover into the next quarter.

Calendar Quarters
Quarter 1: January - March
Quarter 2: April - June
Quarter 3: July - September
Quarter 4: October - December



Home Safety Devices

Live your happiest, healthiest life in the place you call home. You may select **two items per year** from the Home Safety Device catalog to make your home safe.



Vision

Use your Blue FlexCard to spend your **\$200 annual vision allowance**. You can use your vision allowance at your eye doctor or eyewear retailer. Spend your allowance on prescription eyewear, vision cost-shares or other vision services.



Rewards

Your Blue FlexCard is also your Rewards Card.

- As you complete certain activities, your reward dollars will get added to your Blue FlexCard.
- Use your reward allowance on your favorite items at participating stores. You can view a list of participating stores in the member portal.
- Log in to the member portal to claim monthly reward dollars for completing activities available to you.

*In-network stores are subject to change.

How to Access the Member Portal:

1. Go to BlueConnectNC.com
2. Click on the Blue FlexCard graphic on the home screen to reach the Blue FlexCard member portal
3. Once on the member portal, you can:
 - Activate your Blue FlexCard.
 - See details, including your current balance for each of your benefits.
 - Select the Shop Now link at the top right of the page, or select the Shop Now tile from the details page of any of your benefits.

How to Shop In Store:

Your Blue FlexCard is for use in-store, you do not need it to shop on the Blue FlexCard member portal.

When using your card in-store:

- If your order amount exceeds your available balance, you can use another form of payment to complete your purchase.
- Select “credit” at checkout so you do not need to enter a PIN.
- If you lose your card, log in to your account to report it lost/stolen or call 1-844-428-9837 (TTY: 711) 7 days a week from 8 a.m. to 8 p.m. EST, excluding holidays.

Note:

- The Blue FlexCard can only be used in-store with OTC, Vision and Rewards dollars, as indicated. In-network stores are subject to change.
- Not all benefits available on all plans. Allowance amounts vary by plan. See plan Evidence of Coverage for more details. In-network stores are subject to change.
- Purchases made without this card cannot be reimbursed.
- OTC products may only be purchased for the plan member. Purchases for friends and family members are prohibited.
- Members should speak with their provider before purchasing an OTC product.

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides free aids to service people with disabilities as well as free language services for people whose primary language is not English. Please contact the Customer Service number on the back of your ID card for assistance.

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) proporciona asistencia gratuita a las personas con discapacidades, así como servicios lingüísticos gratuitos para las personas cuyo idioma principal no es el inglés. Comuníquese con el número para servicio al cliente que aparece en el reverso de su tarjeta del seguro para obtener ayuda.

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