

## **SCRIPT**

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**AVO 1:** At Highmark Blue Cross Blue Shield, we have two great plans for you to choose from for the 2024–2025 year: our First State Basic PPO plan and our Comprehensive PPO plan.

**AVO 2:** With both, you can expect a whole lot more than what you're used to: more doctors locally and nationally, more ways to visit, and more support.

**AVO 3:** Let's go over a quick breakdown of what our plans offer.

**AVO 4:** You get convenient in-person and virtual access to more than 8,000 doctors in Delaware and across the U.S. No matter where you are in our state, great care is always right around the corner.

**AVO 5:** If you choose to venture outside Delaware, you're still covered. Through the BlueCard program, our members get nationwide access to the largest physician and hospital networks in the U.S. with over 1.8 million providers, including 97% of all hospitals.

**AVO 6:** Both plans connect you to wellness coaches and give you access to nurses 24/7. They can help you make informed health decisions, answer questions about prescriptions, and provide advice before you receive treatment.

**AVO 7:** We also have a team of people ready to help you schedule virtual or in-person appointments. They can provide personalized support for chronic conditions through our care management programs, too.

**AVO 8:** Plus, you have access to My Highmark. This easy-to-use website and app has everything you need to manage your benefits and reach your health goals, all in one place.

**AVO 9:** It's just our way of making sure your health coverage is a good fit for your life.

**AVO 10:** To see the full details of each plan and find the one that's right for you, see your Highmark Blue Cross Blue Shield 2024–2025 benefits guide.

**AVO 11:** Because Life. Highmark Blue Cross Blue Shield.