

Hello Heart Frequently Asked Questions for HealthSelectSM Medical Plan Participants

What is Hello Heart?

The Hello Heart program focuses exclusively on cardiovascular health aiming to prevent or decrease the development or advancement of heart disease and other cardiovascular conditions.

The program includes a mobile app and a Bluetooth-enabled digital blood pressure monitor that allows participants to focus on whole heart health. Hello Heart's health technology uses artificial intelligence (AI), behavioral science and personalized digital coaching to drive lifestyle changes through the program's mobile app. Through this technology, eligible HealthSelectSM medical plan participants can:

- understand and manage their blood pressure
- get help with cholesterol and blood pressure medication adherence
- detect irregular heartbeat and bring awareness to serious heart issues

Who is eligible for the program?

HealthSelect of Texas[®] medical plan participants who are age 18 and older and living in the U. S., including those enrolled in Consumer Directed HealthSelectSM or HealthSelect Secondary, administered by Blue Cross and Blue Shield of Texas, are eligible to enroll.

You will also be asked to self-attest to having one or more of the following clinical conditions during the initial self-evaluation:

- blood pressure readings of 130/80 mmHg or higher
- currently taking medication for treatment of cardiovascular disease, including but not limited to blood pressure and/or cholesterol medication
- increased risk for cardiovascular disease (CVD) such as family history
- a woman aged 52 or older who is going through or has gone through menopause

If you do not have at least one of the above-mentioned clinical conditions, you are not eligible to participate and are unable to register for the program at that time.

Is there a cost to enroll or participate?

No, there is no additional cost to eligible participants. The program is provided to you as a part of your medical plan benefits.

How do I enroll in the program?

You can visit the [HealthSelect website](#) for enrollment and eligibility details. If you are eligible for the program, you can enroll at any time at helloheart.com/go-ers. You do not need a referral from your primary care provider.

How long is the program?

Hello Heart is available to eligible participants on an ongoing basis, recognizing that

managing heart health is an important component of overall risk reduction. Keeping participants in the program on an ongoing basis helps with accountability, medication adherence and awareness of serious heart issues and the advancement of cardiovascular disease.

Can multiple people use the monitor and app?

It's recommended that each person use their own blood pressure monitor. If multiple people use the same monitor, the app will combine all the readings, making it difficult to track individual progress or trends. Accounts can only be enrolled under one person's name and cannot be shared. If your spouse or family member are eligible and would like to create an account to receive a monitor of their own, they can sign up at helloheart.com/go-ers.

What languages are available on the mobile app?

English and Spanish are available on the mobile app.

Is the app and monitor accessible for those who are visually impaired?

Yes. The blood pressure monitor comes equipped with a voice function. Additionally, the app is compatible with the following native screen readers: VoiceOver on iOS and TalkBack on Android.

What are the mobile device requirements to ensure I have a smooth experience?

Hello Heart is a smartphone app-based solution that you can easily download to your smartphone. The app works with the latest operating systems of both iOS and Androids as long as you have iOS 12 or higher on your iPhone or Android 8 or higher on your Android. Similar to other mobile applications, updates occur every three to four weeks and must be approved by the user.

Is the blood pressure monitor cuff available in larger or smaller sizes?

If you need a larger or smaller cuff than the one provided, you can reach out to the Hello Heart support team, and they will be able to send you a different size. Visit support@helloheart.com or call **(800) 767-3471** Monday - Friday, 7 a.m. – 7 p.m. CT.

How is my data managed and shared?

Hello Heart takes privacy seriously and adheres to strict HIPAA regulations. For more information, go to helloheart.com/privacy-policy.

Hello Heart will not share specific blood pressure readings with your health plan. However, if you record two or more critically high readings (180/120 mmHg or higher), the Hello Heart app will encourage you to seek emergency care following

clinical guidelines.

In these rare and dangerous circumstances, Hello Heart will also notify Blue Cross and Blue Shield of Texas (BCBSTX). This allows a care management clinician from BCBSTX to reach out and offer support, given how important it is for your heart health to connect with a health care professional.

For more information about care management clinicians, you can visit the [Care Management page](#) on the HealthSelect website.

Does my participation in Hello Heart affect my medical plan coverage?

Participating in Hello Heart does not affect your medical plan coverage. The program is provided to you at no additional cost as a part of your medical plan benefits.