



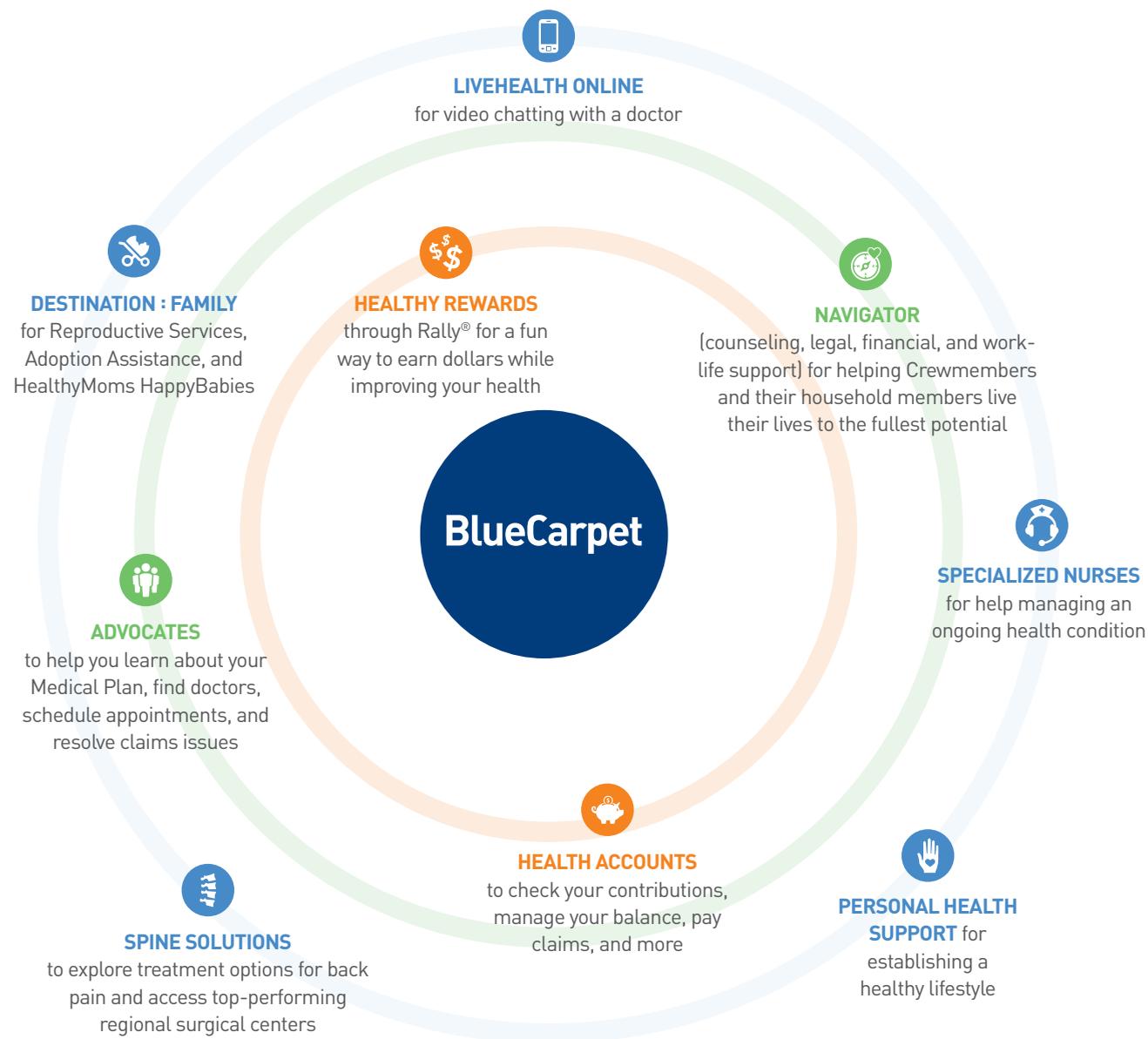
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2019

BlueCarpet Guide

SUPPORT FOR A HEALTHIER YOU

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 to 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 or during Open Enrollment each fall, 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 or visit lifeisbetterinblue.com/bluecarpet.

CHOOSING YOUR MEDICAL PLAN?

BlueCarpet can help you understand the differences between the **Green** and **Blue** Plan options.

WHO'S ELIGIBLE



All Crewmembers and their covered dependents enrolled in a JetBlue Medical Plan.

Each tab in this booklet covers a different service offered by BlueCarpet. Who can participate? Look for the **WHO'S ELIGIBLE** box at the start of each section to find out.

BLUECARPET

BlueCarpet is a FREE service available to all Crewmembers and their dependents enrolled in a JetBlue Medical Plan. When you call, an advocate can connect you with the resources available throughout this guide. Call today if you're choosing your Medical Plan, and BlueCarpet can help you understand the differences between the Green and Blue options.

SERVICE	PAGE #	ELIGIBILITY
Navigator Crewmember Assistance	6	Available to ALL Crewmembers, even if you're not enrolled in the JetBlue Green or Blue Medical Plan.
Healthy Rewards	8-9	
Rally	10-11	
See a Doctor Online Anytime LiveHealth Online and Virtual Visits for Navigator Crewmember Assistance	19	
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Wondering Where to Go for Care?	22	
Destination : Family HealthyMoms HappyBabies	16	ALL female Crewmembers—even if you're not enrolled in the Green or Blue Medical Plan—and dependents enrolled in the Green or Blue Plan.
Destination : Family Reproductive Services	14-15	Crewmembers and family enrolled in the Green or Blue Medical Plan (if they meet infertility guidelines).
Destination : Family Adoption Assistance	17	An "Eligible Crewmember" is defined as: <ul style="list-style-type: none"> • 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. <i>See page 17 for a complete list.</i>
Health Accounts	12-13	See chart on page 12.

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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.

CALL OR EMAIL TO:

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

NOT ENROLLED IN A JETBLUE MEDICAL PLAN?

You can still call this number to speak with a nurse 24/7 about your health-related questions. You can also access Healthy Rewards, Rally, and Navigator Crewmember Assistance including virtual visits.

LOOKING FOR A NEW DOCTOR?

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

CONTACT BLUECARPET:



PHONE
1-866-529-1675



EMAIL
BlueCarpet@optum.com



NAVIGATOR

Navigator is a free, confidential service that helps you live life to the fullest. It also gives you access to counseling, legal advice, financial guidance, and much more. To access Navigator services 24/7, call BlueCarpet and say "Navigator." You can also use the code: **JetBlue** to log on to liveandworkwell.com and explore topics on your own.

WHO'S ELIGIBLE



All Crewmembers and their families (even the entire household) can connect with Navigator.

COUNSELING

Get six free sessions (per issue) in person or through video chat with a licensed counselor for help with anxiety and stress, depression, relationship and family issues, grief, life transitions, and more.

FINANCIAL GUIDANCE

Get two free 30-minute consultations (per issue per year) by phone with a financial professional for help with debt, investment plans, tax questions, estate planning, budgeting, and more.

LEGAL ADVICE

Get one free 30-minute consultation (per issue per year) with licensed attorneys for real estate transactions, traffic matters, divorce, wills and trusts, identity theft, and more, with discounts for ongoing representation.

WORK-LIFE MANAGEMENT

Services that help your daily life

- **Adult care/eldercare:** Get housing assistance, respite care, hospice services, Medicare/Medicaid support, transportation, long-distance caregiving, and aids to daily living.
- **Life transitions:** Get help finding alternative and community education programs, career counseling, enrichment in the arts, online classes, and more.
- **Child/parenting matters:** Find childcare, teen/adolescent support, developmental experts, camps, family activities, parenting/grandparenting resources, and more.
- **Convenience services:** Get help with home repairs, finding recreational activities, petsitting, finding affinity groups, making dinner reservations, and more.



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 Medical 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.

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Help!
The Beatles

NAVIGATOR

VIRTUAL VISITS

Virtual visits is secure video-conferencing that connects Crewmembers with clinicians who can evaluate and support behavioral health issues, such as depression and anxiety. Find out more on page 19.

WHO'S ELIGIBLE



Crewmembers enrolled in the Green or Blue Medical Plan can get behavioral health and substance use support.

BEHAVIORAL HEALTH

Simplify the search for behavioral health services that fit your needs.

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, family counseling, Applied Behavioral Analysis, eating disorders, and more.

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. Remember, treatment can work and people recover from addiction every day.



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

HEALTHY REWARDS

WHO'S ELIGIBLE



Available to ALL Crewmembers, even if you're not enrolled in the Green or Blue Medical Plan.

JetBlue cares about your health, and we want to reward you for improving your health by getting your preventive exams, completing your biometric screening, or participating in a fun challenge. When you complete eligible activities, you'll earn Healthy Rewards—cash to use toward your eligible health expenses.

Healthy Rewards are paid to the health 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®.

Discover all the ways you can earn Healthy Rewards and track your progress on Rally, an interactive website powered by BlueCarpet. Refer to the Rally section on page 10 of this brochure for further information.

HOW MUCH CAN YOU EARN?	PILOTS	ALL OTHER CREWMEMBERS
If you're a Part-Time Crewmember or if you are not enrolled in a JetBlue Medical Plan	\$250	\$250
If you're a Crewmember in the Green or Blue Plan	\$400	\$550
If you're a Crewmember with dependents in the Green or Blue Plan	\$800	\$1,100

QUESTIONS ABOUT HEALTHY REWARDS?

Visit lifeisbetterinblue.com/bluecarpet, or give us a call at 1-866-529-1675.



Record and track your Healthy Rewards at jetblue.werally.com.

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

ACTION	AMOUNT
Get your annual physical.	\$200 for Crewmembers and dependents enrolled in a JetBlue Medical Plan \$100 for Part-Time Crewmembers and Crewmembers who waive Medical
Complete your biometric screening.	\$150 for Full-Time Crewmembers and dependents enrolled in a JetBlue Medical Plan, along with Part-Time Crewmembers and Crewmembers who waive Medical
Work with a nurse to manage an ongoing health condition, such as diabetes or cancer, or create a nutrition plan to help you achieve your goals.	\$100 when you enroll \$200 when you complete the program <i>Not subject to Healthy Rewards Maximum. Available for Crewmembers and dependents enrolled in a JetBlue Green or Blue Medical Plan.</i>
Get your preventive and cancer screenings (e.g., mammography or colorectal cancer exam).	\$200 for Full-Time Crewmembers and dependents enrolled in a JetBlue Medical Plan \$100 for Part-Time Crewmembers and Crewmembers who waive Medical

WHERE ARE MY HEALTHY REWARDS DEPOSITED?

Healthy Rewards are deposited into your Health Account, administered by Optum Bank®. Learn more in the Health Accounts section on page 12.

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.

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BlueCarpet@optum.com | lifeisbetterinblue.com

RALLY

Earn your Healthy Rewards through a platform called Rally®. On Rally you can also get your Rally Age, complete Missions and win cool stuff (see page 11). Rally can help you make simple changes to your daily routine, set goals, and stay on target.

WHO'S ELIGIBLE



Available to ALL Crewmembers, even if you're not enrolled in the Green or Blue Medical Plan.



GET STARTED ON RALLY

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

1. Visit 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. After completing the Health Survey, you'll get your Rally AgeSM with personalized recommendations to help you reach your health goals and earn Healthy Rewards.

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™, Runkeeper, Strava, Misfit, and Garmin.



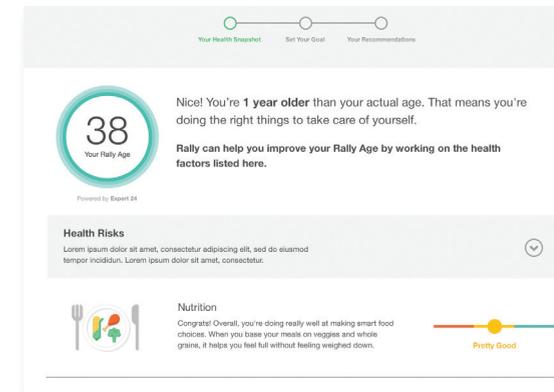
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RALLY®



GET YOUR RALLY AGE

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. See pages 8-9 for more information.

HAVE QUESTIONS ABOUT YOUR HEALTHY REWARDS?

Where are my Healthy Rewards deposited? How can I access them? Learn more in the Health Accounts section on the next page. Or call BlueCarpet at **1-866-529-1675**.



CHECK OUT MISSIONS

After getting your Rally Age, you'll receive personalized recommendations to help you reach your health goals, such as Rally Missions, activities designed to help you improve your diet, fitness, and mood. **New in 2019, complete 3 of 5 physical, 3 of 5 financial, or 3 of 5 emotional Missions to earn \$75 in Healthy Rewards. You can earn \$75 for each set of 3 you complete.**



COOL REWARDS

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."



Focus on fruits and veggies.



Get 7 to 8 hours of sleep a night.



Make a list before shopping.

HEALTH ACCOUNTS



WHO'S ELIGIBLE FOR WHAT

- Health Care Flexible Spending Account (FSA): Crewmembers not enrolled in the JetBlue Medical Plan and Green Plan participants
- Health Reimbursement Account (HRA): Crewmembers enrolled in the Green Plan
- Health Savings Account (HSA): Crewmembers enrolled in the Blue Plan
- Healthy Rewards Account: Crewmembers NOT enrolled in the JetBlue Medical Plan (see page 8)
- Dependent Care Flexible Spending Account (FSA): All Crewmembers

Your Health Care FSA, HRA, HSA, and Healthy Rewards Account are administered by Optum Bank, which brings you an integrated website and mobile experience to manage your Healthy Rewards and Health Account dollars. These accounts can be used to pay for eligible health care expenses. See the differences in the Plan Accounts below.

Your Dependent Care FSA is also administered by Optum Bank. This account allows you to contribute \$5,000 (\$2,500 if married and filing separately) to pay for daycare expenses for children under age 13 and for your mentally or physically disabled dependents of any age.

	Health Care FSA Green Plan participants or Crewmembers not participating in a Health Savings Account (such as the one linked to the Blue Plan).	HRA Must be enrolled in the Green Plan.	HSA Must be enrolled in the Blue Plan.	Healthy Rewards Account If you aren't enrolled in a JetBlue Medical Plan or are a Part-Time Crewmember.
JetBlue Seed Dollars (automated)	NO	YES Crewmembers: \$400 (individual); \$800 (family) Pilots: \$550 (individual); \$1,100 (family)	YES Crewmembers: \$400 (individual); \$800 (family) Pilots: \$550 (individual); \$1,100 (family)	NO
Healthy Rewards (earned)	NO	YES Crewmembers: Up to \$550 (individual); \$1,100 (family) Pilots: \$400 (individual); \$800 (family)	YES Crewmembers: Up to \$550 (individual); \$1,100 (family) Pilots: \$400 (individual); \$800 (family)	YES Up to \$250
Total potential dollar from JetBlue	—	\$950 (individual); \$1,900 (family)	\$950 (individual); \$1,900 (family)	\$250
Money you contribute	YES \$2,650 maximum	NO	YES \$3,500 maximum (individual); \$7,000 maximum (family) (Includes Seed Dollars and Healthy Rewards)	NO
Tax-advantaged	YES Contributions are taken out of your paycheck tax free.	NO	YES Contributions are taken out of your paycheck tax free. Earnings from invested funds and funds used for eligible health care expenses are also tax free. Triple tax savings for you.	NO
Investment options	NO	NO	YES Account balances over \$1,000 can be invested (through Optum Bank) to earn tax-free interest and be used tax free.	NO
Funds roll over year after year	YES You can carry forward up to \$500 and submit claims until March 31 of the following year.	YES As long as you stay enrolled in the Green Plan. Submit claims until March 31 of the following year.	YES The money in the account belongs to you, even if you change Medical Plans or leave JetBlue.	NO

USE ONE CARD FOR ALL 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.

MAKE MANAGING YOUR ACCOUNT EASY

Visit optumbank.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

VIEW YOUR HEALTHY REWARDS BALANCE

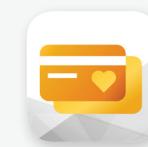
You can track your Healthy Rewards—what you have earned and how you have earned it—by logging in to view your Health Account. For example, your Health Account may indicate that the \$75 in Healthy Rewards you see was earned by completing three Rally Missions.

LOGGING IN FOR THE FIRST TIME?

1. Go to optumbank.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.



CALL BLUECARPET WITH YOUR QUESTIONS
1-866-529-1675



Download the Optum Bank mobile app

iPhone users: Download on the App Store

Android users: ANDROID APP ON Google play

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
- 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
- Reimburse yourself
- If you have an HSA, deposit money instantly with mobile check deposit
- If you have an HSA, discover how to maximize your account by viewing your progress along five key stages

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DESTINATION : FAMILY

Reproductive Services

DESTINATION : FAMILY Reproductive Services help guide Crewmembers through the health care system as they explore options for expanding their families—now or in the future. JetBlue offers this confidential program to help ensure your care plan includes the right mix of support and resources to maximize your chances for a successful pregnancy and minimize your risks.

WHO'S ELIGIBLE



All Crewmembers enrolled in the Green or Blue Medical Plan and their covered dependents are eligible to participate if they meet infertility guidelines.



LIFEISBETTERINBLUE.COM/BLUECARPET

Visit this site for more information and to view the DESTINATION : FAMILY Reproductive Services guide.



Must be enrolled in the **DESTINATION : FAMILY Reproductive Services** program and treated at an in-network fertility provider that is part of Optum's Centers of Excellence network.

REPRODUCTIVE SERVICES NURSES	CENTERS OF EXCELLENCE	FINANCIAL SUPPORT
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	Access to Centers of Excellence to help ensure you receive care that is based on proven techniques provided by high-quality clinics	Financial support for covered services with a lifetime maximum of \$25,000 for medical expenses and \$10,000 for pharmacy expenses

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).

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?

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

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BlueCarpet@optum.com | lifeisbetterinblue.com

DESTINATION : FAMILY

HealthyMoms HappyBabies

WHO'S ELIGIBLE



ALL female Crewmembers—even if you're not enrolled in a Green or Blue Plan—and dependents enrolled in a 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.



ONE PROGRAM. TWO WAYS TO EARN.

BABY GIFTS

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.

EVEN MORE IN HEALTHY REWARDS

Earn \$100 for enrolling in, and \$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 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 himself 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 whether requesting reimbursement for adoption or surrogacy or both.

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
- 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.

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

Email: BlueBenefits@jetblue.com
Fax: 718-228-8911

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.

The above is a summary of the Adoption Assistance program; the full plan policy can be found on lifeisbetterinblue.com.

BlueBenefits

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

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BlueCarpet@optum.com | lifeisbetterinblue.com

MATERNITY/
ADOPTION

GET PERSONALIZED SUPPORT FROM A BLUECARPET NURSE

WHO'S ELIGIBLE



Crewmembers and dependents enrolled in the Green or Blue Medical Plan.

For help with lifestyle changes, a new diagnosis, or an ongoing health condition, BlueCarpet nurses are just a call away. Call anytime for answers to your questions, and get support from a nurse who understands your condition and can provide caring, personalized guidance. 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

OFFERED AT NO COST TO YOU, ENHANCED CARE MANAGEMENT PROVIDES PERSONALIZED SUPPORT FOR THE FOLLOWING AND MORE:

PERSONAL HEALTH SUPPORT	DIABETES	CANCER SUPPORT PROGRAM
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.	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.	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.

Just for working one-on-one with a BlueCarpet nurse, you and your dependents will **earn an extra \$300 in Healthy Rewards** when you complete the program.

SEE A DOCTOR ONLINE ANYTIME

WHO'S ELIGIBLE



Available to ALL Crewmembers, even if you're not enrolled in the Green or Blue Medical Plan.

NEED TO SEE A DOCTOR RIGHT NOW?

Open to **ALL** Crewmembers and their families (even if you don't have a JetBlue Medical Plan). Connect anytime, anywhere with **LiveHealth Online**. Available 24/7/365, LiveHealth Online connects you face-to-face with a doctor via two-way video chat and, if appropriate, a prescription can be sent to your local pharmacy. If you are enrolled in the **Green** or **Blue** Plan, include your plan details as you register online.

LiveHealth Online is great for colds, flu, allergies, sinus infections, poison ivy, pink eye, fevers, infections, bronchitis, and more. The doctor can even send prescriptions directly to your pharmacy.

STEP 1

Register online at livehealthonline.com anytime.

STEP 2

Be sure to use coupon code **JETBLUECREW** to receive the special **\$20** rate. Get the LiveHealth Online mobile app at the Apple Store (itunes.apple.com) or Google Play Store (play.google.com). From there, use the app to simply pick a doctor and get the care you need. There's no appointment necessary.

If you're at JFK T5 and not feeling well, stop by the LiveHealth MedSuite in the Crew area near the Pocket Session room at JFK.

VIRTUAL VISITS THROUGH NAVIGATOR

Virtual visits is secure video-conferencing that connects Crewmembers with clinicians who can evaluate and treat general behavioral health issues, such as depression and anxiety. They can also provide therapy and, when appropriate, prescribe medications (per state telehealth rules and regulations).

TO USE VIRTUAL VISITS:

1. Log on to liveandworkwell.com using access code **JetBlue** (not case sensitive).
2. Under the "Find a Resource" tab, select "Provider."
3. Click on the "Virtual Visits" tab to find a provider licensed in your state.
4. Call or email the provider regarding availability and platform to connect virtually.

Or you can call Navigator for a list of clinicians who offer virtual visit appointments. Crewmembers can use their six free visits per year with virtual visits. Crewmembers can also have virtual visits with behavioral health or substance use providers.

See pages 6–7 for more information on Navigator (and for eligibility information for behavioral health and substance use).

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

BLUECARPET NURSE
VIRTUAL VISITS

SPINE SOLUTIONS

If you're dealing with back pain, the Spine Solutions program can guide you to the best option for treatment, surgical or non-surgical.

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.

Spine Solutions provides access to top-performing regional surgical centers for covered Crewmembers and eligible dependents who meet the criteria for select elective inpatient surgeries. The program can pay for enhanced benefits for 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

WHO'S ELIGIBLE



Available to Crewmembers and family enrolled in the Green or Blue Medical Plan.

ELIGIBILITY AND COST

To review 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 **Green Plan**, costs are

covered at 100% including the deductible. If you're in the **Blue Plan**, 100% coverage is available after the deductible is reached (it's an IRS rule).

FOR MORE INFORMATION:



PHONE

1-866-529-1675



WEB

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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.

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®, Member FDIC. Flexible Spending Arrangements (FSAs) and Health Reimbursement Arrangements (HRAs) are administered by OptumHealth Financial ServicesSM. 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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