

Calm® Stress Management Program

Frequently Asked Questions

What is Calm®?

Calm is a self-guided digital app that helps people manage and reduce day-to-day stress through mindfulness, meditation, and improved sleep. The Premium subscription program includes guided meditations, sleep stories, breathing programs, stretching exercises, and relaxing music. This program is not intended to replace face-to-face therapy or physician care if you're in crisis or managing chronic and/or high-risk conditions, but it can be a helpful way to supplement your care.

Can everyone on my plan use Calm?

Yes! Everyone on your plan has access to the Calm app. Calm encourages family members to share a single account. No private personal information is stored within the app. You must be 13 years or older to register for your own account.

How do I access my free subscription to Calm?

- In order to register for a Calm account through your health plan benefit, you first need to log in to your Excellus BCBS member account from a Web browser. Dependents age 13 and older who wish to have their own account need to do this, too. If you do not have one already, you can create one at ExcellusBCBS.com/Register.
- On the Calm® Stress Management information page under the Health and Wellness section, you will see a button link that will take you to the Calm registration process. Click on that button to go to the Calm website.
- Once at the Calm website, you will be prompted to create a username and password as well as to provide other information needed for the registration process.
- After registering, you will be instructed to download the Calm app to your electronic device(s) and log in using the username and password you created.
- Once you've downloaded the app, you will no longer need to access Calm through your Excellus BCBS online account. Just open the Calm app on your device and enjoy!

How long will my free subscription last?

You will be able to use your Calm app for 12 months following the date you register. If you would like to extend your subscription after this initial 12-month subscription period ends, you will be responsible for the subscription cost.

When do I need to register?

You can register for your 12-month subscription at any time during your plan year. Your account will be active for 12 months following the date you register.

I already have a Calm account and am paying out of pocket for it. What do I do?

- Calm offers refunds for purchases made within 30 days. If you signed up within the last 30 days, please contact Calm's customer support team to assist with a refund. You can then sign up for your free subscription through your Excellus BCBS account.
- If you signed up more than 30 days ago, we encourage you to wait until your current subscription ends and then sign up for your free 12-month subscription through your Excellus BCBS account before the end of your plan year.

I'm having trouble with the registration process. Who should I contact for help?

If you are on the Calm registration page and experiencing issues, please contact Calm Customer Support at support.calm.com.

I'm having trouble with the Calm app. Who should I contact for help?

If you were able to create a username and password on the Calm website and are experiencing issues with the app (downloading or any other issues related to the content of the app), please contact Calm Customer Support using the contact information located within the app or at support.calm.com.

Our Health Plan complies with federal civil rights laws. We do not discriminate on the basis of race, color, origin, age, disability, or sex.

Atención: Si habla español, contamos con ayuda gratuita de idiomas disponible para usted. Consulte el documento adjunto para ver las formas en que puede comunicarse con nosotros.

注意：如果您说中文，我们可为您提供免费的语言协助。请参见随附的文件以获取我们的联系方式。

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