

Blue Care Connection[®]



Experience. Wellness. Everywhere.SM

Helping You Achieve a Healthier Life

Sometimes managing your health requires more than doctor visits, lab tests and prescriptions.

Blue Care Connection from Blue Cross and Blue Shield of Texas (BCBSTX) is an umbrella of programs that offers you guidance to achieve higher levels of wellness. Through outreach, educational resources and health advocacy, we help guide you through the often-complex health care system so you can focus on what matters most — getting healthy and staying well.

Blue Care Connection programs assist members living with current serious medical conditions, as well as those considered "at risk." If you, or a covered dependent, are considered "at risk," our programs are uniquely designed to detect health care needs early. Early detection allows us to provide appropriate outreach and meaningful intervention to help prevent future medical complications.

Blue Care Connection programs include:

Blue Care Advisors Experienced and knowledgeable RNs, Licensed Professional Counselors and Licensed Masters-level Social Workers with YOUR best health in mind. Advisors will work with you and your physician to educate, facilitate and monitor your treatment plan.

Personal Health Manager Online health and wellness resources to help you adopt and manage healthy behaviors.

24/7 Nurseline Around the clock access through a toll-free number to experienced registered nurses who understand and can help with your health care concerns.

Special Beginnings[®] A maternity program that offers on-going contact with obstetric nurses who provide prenatal risk assessment education and can coordinate care with your physician.

Condition Management Voluntary, health improvement programs that can help members with: cancer, congestive heart failure, coronary artery disease, chronic obstructive pulmonary disease, asthma, diabetes, metabolic syndrome (high cholesterol, high blood pressure and obesity) and low back pain.

Care Management Focuses on traditional elements of medical care management with targeted outreach if you are an "at-risk" member.

Case Management Assists if you are a higher-risk member coping with a complex or catastrophic condition.

Behavior Modification Obesity/Weight Management Program Comprised of Licensed Masters Social Workers and Licensed Professional Counselors who promote wellness through a holistic approach of behavioral coaching, clinical coaching, education and condition management.

Enroll Today

To enroll in any Blue Care Connection program, or ask questions about the program, please call toll-free at **1-866-412-8795**.



**BlueCross BlueShield
of Texas**

Blue Care Connection

*Helping You Achieve
a Healthier Life*



Regardless of your personal health status — every member can take advantage of important health and wellness online resources from Blue Cross and Blue Shield of Texas.

Personal Health Manager

With Personal Health Manager, the support and resources you need to manage your health online are just a click away. By logging into Blue Access® for Members and clicking on Personal Health Manager you can:

- Earn **Blue Points**SM every time you use the health and wellness features in the **For Your Health** section. Receive up to 1,000 points a week when you set up and track the progress of an exercise or meal program, read and rate health and wellness related articles, or e-mail your health-related questions to licensed professionals.
- Complete a health risk assessment to evaluate your health status.
- Request fitness and weight loss advice with **Ask A Dietitian**.
- Receive help on managing stress, workplace conflicts or other issues with **Ask A Life Coach**.
- Ask registered nurses health related questions online with the **Ask A Nurse** feature.
- Set up a personal health record to keep track of health information in one secure Web location.
- Receive targeted wellness information via e-mail to help manage specific medical conditions, including alerts for screening tests, and set up reminders for medical appointments and medication refills.
- Access wellness tracking tools, videos and interactive tutorials.
- Get information on exercise, nutrition and lifestyle issues in the **For Your Health** section.

Blue Access® for Members

For personalized information about your health care benefits and coverage, log in to Blue Access for Members where you'll find:

- Confirmation of when claims are paid and payment amounts
- Physician, hospital and pharmacy network directories
- Information on prescription drugs and a link to the Member Preferred Drug List
- Help desk assistance is available at **1-888-706-0583**

www.bcbstx.com