



Blue Care Connection[®]

Helping You Live a Healthier Life

Sometimes managing your health requires more than doctor visits, lab tests and prescriptions. Blue Cross and Blue Shield of Texas, a division of Health Care Service Corporation, offers the following resources through Blue Care Connection, a program to help you and your covered family members reach your health and wellness goals.

Blue Access for MembersSM

For personalized information about your health care benefits and coverage, log in to Blue Access for Members at bcbstx.com.

- **Health Assessment (HA)** – Complete the the online, confidential HA and then you can receive a personal report that helps you understand your current health status and risks
- **Fitness Program** – Take advantage of a discounted gym membership to a nationwide network of fitness centers
- **24/7 Nurseline** – Around the clock, toll-free access to registered nurses for health information
- **Lifestyle Management Programs** – Provide tools and information which may help you lose weight, quit smoking or reduce your risk for developing heart disease, stroke or diabetes
- **Utilization Management** – You and your doctor can obtain information about your benefits and easily navigate the health care system to help you maximize your benefits for covered services
- **CCEISM Care Coordination and Early Intervention** – If you are in the hospital, a care management specialist may call to help coordinate special care you might need when you get home
- **Condition Management** – Blue Care[®] Advisors (registered nurses and other health care professionals) work with you and your doctor to provide education, coaching and monitoring if you are at risk for or already have a chronic condition
- **Health Education and Support** – There are tutorials on more than 170 health topics available online or by mobile device through your Blue Care Advisor. Many tutorials are available in Spanish as well
- **Healthy Tips by Text** – Receive secure text messages on such topics as diabetes prescription drug reminders, blood sugar reminders, coronary artery disease care management and diet tips, as well as exercise and fitness tips
- **Special Beginnings[®]** – Maternity program offering expectant mothers ongoing support and education from prenatal to postpartum care, including convenient online and mobile tools and educational materials
- **Case Management** – Case managers, registered nurses with specialized training and clinical experience, help you navigate complex medical situations and access the services you need
- **Behavioral Health** – Licensed behavioral health professionals help you access services and offer support with co-existing medical conditions and disorders such as anxiety, depression, etc.





CCEISM Care Coordination and Early Intervention

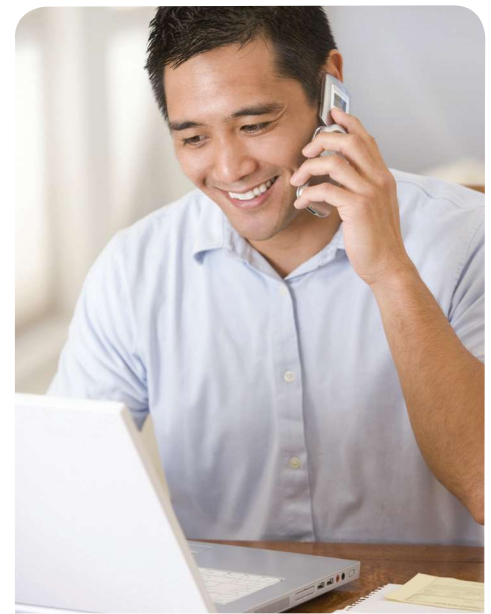
CCEI is a program designed to help you get the care you need to stay healthier. If you are in the hospital or recently visited the emergency room, a care management specialist may call to help coordinate special care you might need.

The care management specialist will work with you to make sure that you have what you need to care for yourself and follow your doctor's instructions. There is no additional cost for this service and it is up to you if you want to participate.

Care management specialists can:

- Help you understand your condition and treatment
- Include you in the decision making process
- Make sure you get the care your doctor recommends
- Explain your health care benefits, if needed

We hope you will take advantage of this useful benefit to help you get and stay well.



Blue Access MobileSM

New Healthy Tips by Text offer a variety of convenient and secure reminders and tips to help you improve your health, including:

- Diabetes prescription reminders
- Diabetes diet tips
- Coronary artery disease diet and basic care management tips
- Fitness and exercise tips

To use texting features, you must be registered for Blue Access for MembersSM (BAM) and elect to participate through your BAM User Profile.

Visit bcbstx.com/mobile for more information.



bcbstx.com