



Blue Cross Coordinated CareSM

Care that's centered around you

*Dealing with the day-to-day needs of a chronic or complex condition can be challenging.
You don't have to go it alone. We're here to help.*

Help simplifying and connecting it all

Your health plan offers one-on-one, personalized support to help you manage your condition so you can live and feel better. We're ready to help you stay on track with your care plan by:

- **Connecting you to a nurse-led Blue Cross[®] care team**, which includes pharmacists, dietitians and behavioral health social workers, to support your comprehensive care needs
- **Identifying health risks** and steps you can take to improve your health
- **Helping you understand your condition**, find transportation to appointments, engage with community resources, adhere to medication plans and more

It's free and completely confidential.

A nurse care manager will contact you if you're eligible for the program. Or call the Customer Service number on the back of your member ID card for more information.

**READY
TO HELP**




Help managing chronic conditions and grief

Tricia, 55, has a history of hypertension, rheumatoid arthritis and depression. She doesn't have a primary care provider, so she regularly uses the emergency department for care. Recently, her mom passed away and she's been overwhelmed with grief.

Tricia contacted a nurse care manager who helped her gain a better understanding of her conditions and how to manage them. Her nurse care manager also coordinated care with the Blue Cross[®] care team, including:

- A dietitian who helped her with meal planning
- A pharmacist who helped her find coupons to lower the cost of her medications
- A behavioral health social worker who helped her manage her depression and connect with a free community grief group

The care team also helped Tricia find a primary care provider and schedule her appointments, so she hasn't had to go to the emergency room. She now understands how to monitor the signs and symptoms of hypertension, and her mental well-being has improved through connection with the grief group.



"Thank you, I have really laughed today and enjoyed connection. I needed it. I appreciate you and knowing there are options available. I would not have known otherwise. I miss my mom so much."

— Tricia