



**BlueCross BlueShield of Illinois**

*Experience. Wellness. Everywhere.®*



# Blue Care Connection<sup>®</sup>

*Guiding You on the Right Path*

Member Guide to Health  
and Wellness Resources

➤ **Wellness:** The state of being healthy in body and mind, especially as the result of deliberate effort. The actively sought goal of good physical and mental health, maintained by proper diet, exercise and habits.



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# Welcome

## Blue Care Connection at Your Service

To help you get started and keep going on your journey to wellness, Blue Cross and Blue Shield of Illinois (BCBSIL) offers many of the resources you need to help you succeed. Through the Blue Care Connection program, you'll find convenient online tools and personalized telephone services that help support, inform and motivate you.

Whether you are trying to improve your health or reach the next level of wellness, Blue Care Connection can help you and eligible family members reach your goals – whatever your health status is. Use these Blue Care Connection resources to customize your own wellness action plan.

### Services include:

- **Personal Health Manager** – An online suite of wellness resources, including a Health Risk Assessment, that can help you manage your health and adopt healthier behaviors.
- **Blue Points<sup>SM</sup>** – This program rewards you for engaging in healthy activities.
- **24/7 Nurseline** – Registered nurses offer health care information through a toll-free telephone number.
- **Special Beginnings<sup>®/</sup>** – This maternity program offers expectant mothers support and education from prenatal through postpartum care.
- **Blue Care<sup>®</sup> Advisors** – Registered nurses and other health care professionals reach out to members who are experiencing certain health challenges or chronic conditions. Working with your physician, they provide education and coaching to help you more easily manage your condition or make lifestyle changes.
- **Case Management** – If you experience a complex medical situation, registered nurse case managers can help you or a family member cope with the situation, identify and help you achieve your goals and access many of the services you need.

These resources can help you plan and manage your health, but do not replace the care of a doctor. To get the most out of Blue Care Connection, discuss the health information you receive with your doctor.



GO

### Blue Care Connection...

from the trusted name of Blue Cross and Blue Shield of Illinois. Providing dependable health care benefits to members for nearly 70 years.

# Start Your Wellness Journey

## Personal Health Manager Online Resources

A good place to start your wellness journey is with the **Personal Health Manager** at [www.bcbsil.com](http://www.bcbsil.com). You and enrolled dependent family members can take advantage of these online resources regardless of your health status or fitness level.

The Personal Health Manager can help you maintain your health or work toward a healthier lifestyle, understand and manage a health condition, and keep track of your health care. Interactive tools and extensive information cover all aspects of health and wellness.

Spend a few minutes exploring all these Personal Health Manager features and see how you can use them to help you achieve your wellness goals.

- **Learn about your health status and potential health risks** by completing the confidential **Health Risk Assessment** – it takes only 10 to 15 minutes. It's helpful, but not essential, to know your most recent height and weight, blood pressure, total cholesterol and HDL levels, and blood glucose level.

When you submit your Health Risk Assessment, you will immediately receive general information on your overall health status and specific health aspects such as sleep and nutrition, as well as helpful tips.

If health risks are identified, you will receive recommendations for making healthy changes. Talk with your doctor about these results. After completing the Health Risk Assessment, you also may receive online messages or outreach phone calls from Blue Care Advisors to help you take action.



### It's Easy to Use the Personal Health Manager!

Just log in to the secure Blue Access® for Members Web site at [www.bcbsil.com](http://www.bcbsil.com).



PERSONAL  
HEALTH  
MANAGER

Then, access the Personal Health Manager from the **My Health – Tools** tab or just click on the Personal Health Manager icon.

If you are new to Blue Access, follow the easy sign-in directions.

TIP

- **Get health and wellness questions answered** by Blue Care Advisor nurses and other health care professionals via secure e-mail. Ask registered nurses your health questions with the *Ask A Nurse* feature. Request fitness and weight management advice from personal trainers with *Ask A Trainer*. Ask registered dietitians for nutrition advice with *Ask A Dietitian*. Use *Ask A Life Coach* for help managing stress, workplace conflicts and other similar issues.
- **Adopt healthier behaviors and stay motivated** using the interactive *Get Fit, Eat Right* and *Live Well* tools in the *For Your Health* section. You can find information on fitness, nutrition and lifestyle issues that can be customized to help meet your needs. Plus, you can keep track of your activities and results online to keep you motivated.
- **Help identify and understand health symptoms** you may be experiencing with the *Symptom Checker*.
- **Learn more about health conditions, medications and medical procedures** to help you manage your care or prepare for diagnostic tests or treatments by utilizing the research tab. You also can find news bulletins and search for information on health topics of interest.
- **Set up a personal health record** to help keep track of and manage your family's health information – within one secure location. Using tracking tools, you also can record your progress by entering values such as cholesterol, blood pressure and blood glucose levels, and then view a graph showing how you are doing. The *My Care Profile* gives you a snapshot of your medical history, based on claims, that you can share with your health care providers.<sup>†</sup> With your permission, health care providers, family members and Blue Care Advisors can access your online *personal health record*. An automated e-mail is sent to your physician with instructions on how to gain access and upload medical information, such as lab test results.

Use the resources and information you find on the Personal Health Manager to discuss any health questions or concerns you may have with your doctor.

<sup>†</sup> The My Care Profile is not available to HMO members.



➤ **Matt** completes the **Health Risk Assessment** on the Personal Health Manager. Based on his eating habits, lack of regular exercise and family history, Matt learns that he is at higher risk for developing heart disease.

He uses the *Eat Right* tools to help change his diet, sends questions to *Ask A Dietitian* and also decides to start exercising using the *Get Fit* tools. Six months later, Matt feels more energetic and fit, and after re-taking the Health Risk Assessment, Matt is pleased to see that he has lowered his health risk.

TIP



BCBSIL understands how hard it can be to change habits and maintain healthy lifestyle behaviors. That's why Blue Care Connection features a reward program to help keep you motivated. Additional programs also are offered to help you start on a healthy path and support you along the way.

# A Helping Hand

## Reward Yourself with Blue Points

Now there's even more reason to take charge of your health. To keep you moving toward your wellness goals, you can earn Blue Points.<sup>†</sup> Every time you use the online **Personal Health Manager** to track a fitness workout, report a meal, complete and update a **Health Risk Assessment**, and participate in **For Your Health** interactive programs, you automatically earn points.

Redeem your Blue Points for popular health and wellness merchandise and services at the Blue Points Account and Redemption Center, accessed through the Personal Health Manager.

Your company may have additional reward programs in place to encourage you to take advantage of certain preventive care and wellness activities or for making healthy changes. Check your employee benefits.

<sup>†</sup>Blue Points Program Rules are subject to change without prior notice.



To learn more about her diabetes, **Liz** uses tools available on the **Personal Health Manager**. She creates an exercise program to help her manage her condition, and looks for recipes to make healthier meals.

TIP

Earning Blue Points for many of these activities keeps Liz motivated to maintain her personal wellness program, and she is looking forward to redeeming her points for new fitness equipment.

Most people agree – it’s not easy to lose weight or quit smoking. Blue Care Connection offers programs specifically designed to help you succeed. Plus, you can earn Blue Points for enrolling and participating in these programs.

➤ *Support for a Healthier You*  
**Weight Management**

This program offers guidance and support to help you lose weight. Use online tools to learn about a healthy weight, healthy eating habits and how to be more active. You can set goals, create an action plan, and receive coaching to help you change behaviors and stay motivated. Plus, you can take advantage of discounts for wellness-related products and services. To get started, go to the Personal Health Manager and select the *Weight Loss* button. Or call Customer Service at the number on the back of your member ID card.

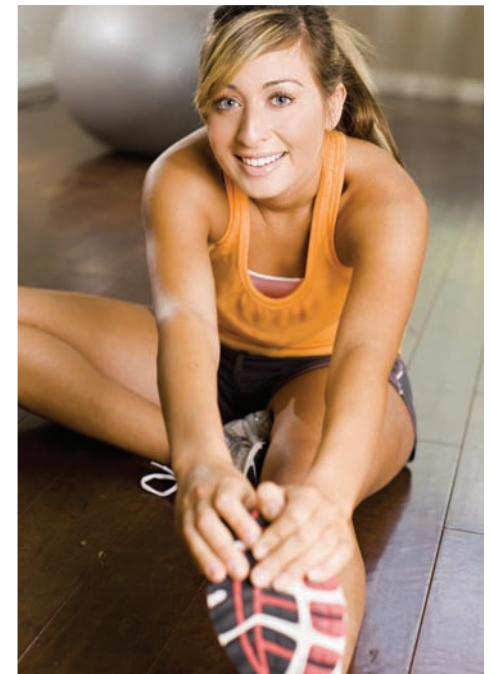
➤ *Support for Smokers Who Want to Quit*  
**Tobacco Cessation**

This program provides you with online tools, support, coaching and discounts for wellness-related products and services to quit smoking. To participate, go to the Personal Health Manager and select the *Stop Smoking* button – or call Customer Service.

➤ *Making Fitness Easy, Fun and Affordable*  
**Fitness Program\***

Regular exercise is an essential part of healthier living, and in a world where you are constantly on the move, you need solutions to fit into your ever-changing fitness schedule. For a low monthly rate, plus a one-time enrollment fee, you can enjoy unlimited access to a nationwide network of recognized fitness centers and participating YMCA locations. For more information, log in to Blue Access for Members and click the *My Health* tab and then the *Fitness Program* link.

\* Covered dependents (age 18 and older) also can participate. All fees apply to each member participant.





Cooking dinner one night, **Jennifer** burns her thumb. She can't remember how to treat a burn, so she calls the **24/7 Nurseline**. Within a few minutes, the nurse has helped assess the injury and has recommended first aid treatment. Jennifer is very relieved – she now knows how to treat the burn and what she should do if it does not heal properly.

TIP

# Your Support Team

Sometimes you need extra help. With Blue Care Connection, you're not on your own. Whether you need health information late at night, are looking for support when pregnant, need coaching or more assistance, you're covered.

These programs are not a substitute for your doctor's care. You should discuss any health questions or concerns with your doctor.

## ➤ *Around-the-Clock Assistance* 24/7 Nurseline<sup>†</sup>

Health concerns don't always follow a 9-to-5 schedule. Fortunately, you can call the toll-free Nurseline 24 hours a day, seven days a week to get the information you need.

The 24/7 Nurseline is staffed by registered nurses who can answer many of your general health questions and advise you to call your doctor or encourage you to seek emergency services if necessary.

Plus, when you call, you also have the option to access an audio library of more than 1,000 health topics – from allergies to women's health – with more than 600 topics available in Spanish. Call the 24/7 Nurseline toll free at **(800) 299-0274**.

<sup>†</sup> The 24/7 Nurseline is not available to HMO members.

## ➤ *A Healthy Start for Mothers and Babies* Special Beginnings\*

If you are expecting, this prenatal program can help guide you through your pregnancy and postpartum care. The program provides support and education, pregnancy risk factor identification and ongoing communication/monitoring from pregnancy until six weeks after delivery.

Enrolled mothers-to-be receive personal contact from program staff who can help them better understand and manage their pregnancies and coordinate care with their doctor. See your benefit administrator for information on enrolling. Or call Special Beginnings at **(888) 421-7781**.

\*Special Beginnings is not available to HMO members.



# When You Need More Help

Whether you need guidance on making healthy lifestyle changes, managing a chronic condition or dealing with a complex medical situation, BCBSIL is here to help. Blue Care Connection provides personal attention, resources and support.

## ➤ Blue Care Advisors<sup>†</sup>

If you need extra help losing weight or quitting smoking, have certain health conditions or are at risk for medical complications, a Blue Care Advisor may contact you. Through regularly scheduled telephone calls, a registered nurse or other health care professional helps you identify unhealthy behaviors and set wellness goals. Then, with health counseling and coaching, the advisor works with you to adopt healthier habits and learn to manage medical conditions more effectively.

## ➤ Case Managers<sup>†</sup>

In the event that you or an enrolled family member experiences multiple or complex medical problems, BCBSIL case management nurses – registered nurses with specialized training and clinical experience – can work with you to help identify and manage possible complications, such as hospitalizations, as it relates to your health.

At a time that's usually very stressful, case managers can be your advocate by:

- Helping to explain your medical problems and treatment plans
- Facilitating communication among many health care providers
- Coordinating treatment plans
- Explaining your health care benefits and how to get the most out of them
- Helping you access the right resources and services
- Assisting with transitions from one health care setting to another

<sup>†</sup> If you are contacted by a Blue Care Advisor or case manager, you may have been selected based on claims or pharmacy data, Health Risk Assessment aggregate results, other risks identified, or provider referrals. Your participation is voluntary and confidential.



After a second emergency room visit within three months for asthma, **Carlos** is contacted by a **Blue Care Advisor**. With Carlos' permission, the advisor contacts his doctor, who creates an **asthma action plan** to help him manage his day-to-day care.

During several scheduled telephone sessions, the advisor explains how to follow his doctor's asthma action plan and helps Carlos understand how to use his prescription asthma medications.

Now Carlos' asthma is under better control and he feels prepared to handle asthma symptoms when they occur.





To find out more about BlueExtras, log in to Blue Access for Members at [www.bcbsil.com](http://www.bcbsil.com).

Click on the *My Health* tab, and then the *BlueExtras Discount Program* link.

# Take Advantage of Other Resources

## ➤ *Improve Your Health and Save Money Too*

### The BlueExtras<sup>SM</sup> Discount Program\*

You can make healthy choices on your journey to wellness and save money at the same time! BlueExtras gives you discounts on health-related products and services that help support a healthy lifestyle. These discounts apply to health care products and services not usually covered by your health care benefits plan. Plus, there are no claims to file, no referrals or pre-authorizations and no additional fees to participate.

#### BlueExtras provides discounts to:

- Life Time Fitness membership
- Jenny Craig weight management program
- Curves fitness and weight loss facilities
- Complementary Alternative Medicine items, such as vitamins, health and wellness magazines, massages, spas, acupuncture, yoga, tai chi and more
- Vision care and hearing aid products

\*The relationship between these vendors and Blue Cross and Blue Shield of Illinois (BCBSIL) is that of independent contractors.

BlueExtras is a discount program available to BCBSIL members. This is NOT insurance. Some of the services offered through BlueExtras may be covered under your health plan. Please refer to your benefit booklet or call the customer service number on the back of your ID card for specific benefit information under your health plan. Use of BlueExtras does not affect your premium, nor do costs of BlueExtra's services or products count toward your plan deductible, calendar year or lifetime maximums. Discounts are only available through participating vendors.

BCBSIL does not guarantee or make any claims or recommendations regarding the services or products offered under BlueExtras. You may want to consult with your physician prior to use of these services and products. Services and products are subject to availability by location. BCBSIL reserves the right to discontinue or change this discount program at any time without notice.



### Additional Health Resources

*Staying Healthy*, available on Blue Access for Members at [www.bcbsil.com](http://www.bcbsil.com) under the *My Health* tab, is a good source of information to help you plan your wellness care. The preventive care guidelines are based on recommendations set by national health agencies and medical associations.

**Be Smart. Be Well.**<sup>®</sup> is a Web site dedicated to raising awareness of largely preventable health and safety issues. You'll find in-depth information on important topics such as drug safety, traumatic brain injury, mental health, caregiving, childhood obesity, managing pregnancy risks and more at [www.besmartbewell.com](http://www.besmartbewell.com).

### Blue Access for Members Offers More Resources

Blue Access for Members gives you access to additional resources to help you become a savvy health care consumer.

- **Manage your benefits:** Locate an independently contracted network doctor or hospital using Provider Finder<sup>®</sup>. Check the status of a claim, confirm your coverage and dependent coverage, order a replacement ID card or print a temporary ID card. If you have a health care spending account, you also can check your account balance.
- **Manage your health care:** Find additional health and wellness information. Check hospital outcome data on specific procedures and diagnoses with the Care Comparison<sup>®</sup> Tool. Find estimated costs for common health care services with the Treatment Cost Advisor<sup>™</sup>.

Start your  
journey  
to wellness  
today.

[www.bcbsil.com](http://www.bcbsil.com)

