



BlueCross BlueShield of Illinois



Navigating Health Care Made Easy

Blue Cross and Blue Shield of Illinois (BCBSIL), in collaboration with Collective Health, provides your business and employees with an integrated health benefits experience that makes understanding, navigating, finding and paying for care simple.

Collective Health's holistic approach identifies and proactively engages members with complex health care needs to ensure they receive appropriate care to manage their conditions. Supporting these employees is essential to better health outcomes for your team, and more financial control for your organization.



Care Navigation™ is Here for Members With:

- Heart and vascular health conditions
- Cancer
- Diabetes
- Asthma
- Mental health
- Stroke
- Medication management (infusions, injectables and multiple medications)
- Pregnancy, newborn or birth-related complications
- Genetic and rare conditions
- Traumatic injuries
- Gender affirmation surgery and services
- Transplant surgery
- And more

Care Navigation Makes the Difference

Advanced analytics allow the dedicated Care Navigation team to reach out proactively to members when they can benefit the most from redirection, or chronic condition/care management support. Members are guided along their health care journey by technology combined with humanity. They receive personalized recommendations that address gaps in care, as well as help and support when they need it.

Members have easy access to pharmacists, social workers, dietitians, nurses and care coordinators. Sometimes, a little help makes a big difference.

One Connected Experience

Help your team make smarter choices with the My Collective™ app. The app and companion website are simple, easy-to-use tools that provide access to health care benefits anytime, anywhere.

Personalized Engagement is Here

Patent-pending technology proactively identifies the right members and connects them to the right programs, before they make health care decisions.

Industry Leading Member Support

Call, chat, or message with our concierge-level Member Advocate team. Members are met where they are, with the touchpoints they prefer.

A Smarter Member Experience

Intelligently guide your employees to the right health care, and deliver support throughout their care journey with access to digital tools, member advocacy and clinical navigation. Collective Health is a robust solution that delivers member satisfaction rates of more than 90 percent and a Net Promoter Score® of 70+.*

Contact your Blue Cross and Blue Shield of Illinois account representative for more information.

* Data provided by Collective Health

Collective Health is a separate company that has contracted with Blue Cross and Blue Shield of Illinois to provide technology and customer service for members with coverage through BCBSIL. BCBSIL makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

My Collective is a member platform. Care Navigation is a care management program. Both are owned and operated by Collective Health. Collective Health is solely responsible for the products and services they provide.

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