



# Put the Power of Health in Your Employees' Hands

## Supporting members in making better health care choices

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

A team of Member Advocates and Care Navigation professionals (social workers, care coordinators and pharmacists) are core to the experience, connecting members to care and supporting them when they need it.

### Connecting Members to Better Health

The cornerstone of the member experience is the My Collective™ app. The app puts powerful technology in members' hands so they can review their medical benefits — anytime, anywhere.

Members are guided along their health care journey by technology combined with humanity. They receive personalized recommendations that address gaps in care and help from a team of real people to provide support when they need it, including Member Advocates and a Care Navigation team for complex care needs.

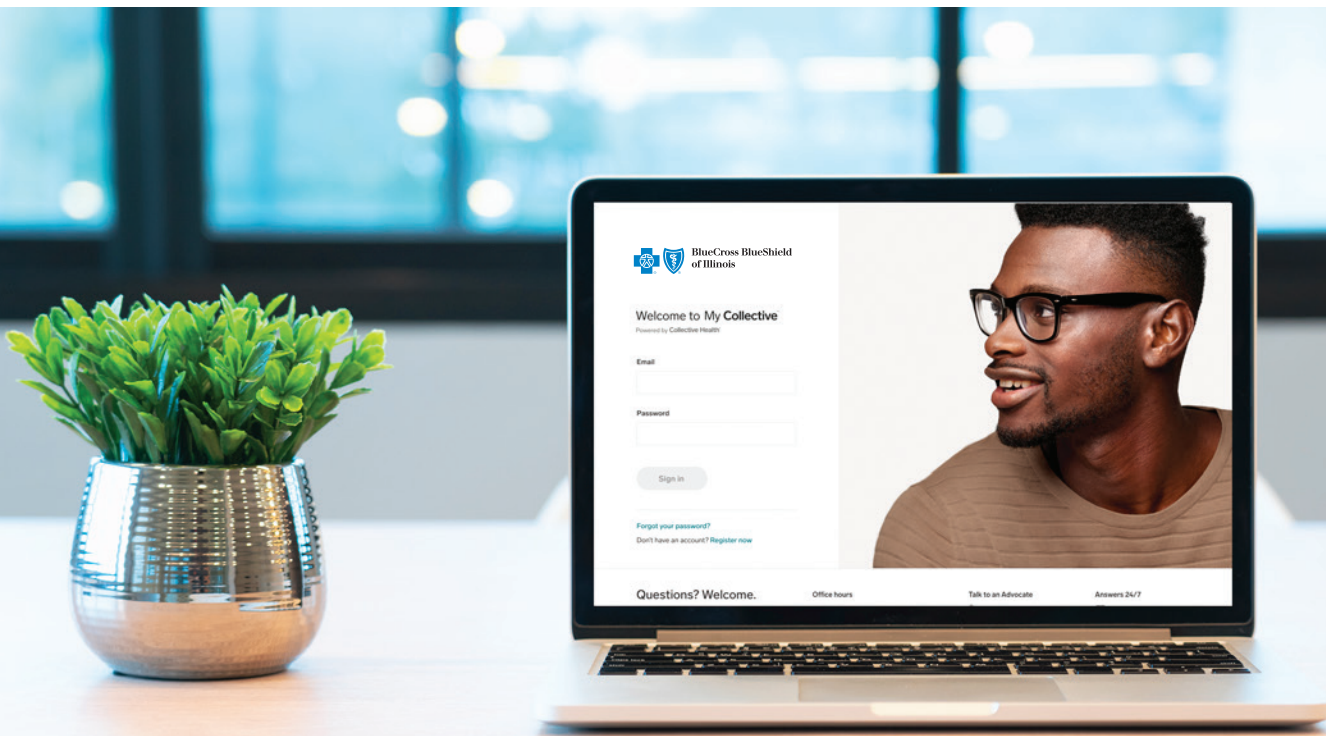
**A Care Navigation team helps members manage their health care journey and answer questions. Health issues members can get help with include:**

- Heart and vascular health
- Cancer
- Diabetes
- Asthma
- Mental health
- Stroke
- Medications
- Pregnancy, newborn or birth-related complications
- Genetic and rare conditions
- Traumatic injuries
- Other conditions or questions

In addition, Collective Health's patented technology proactively identifies gaps in care and other health needs (such as select chronic condition management). A Care Navigation team sends personalized health messages and care reminders.

### **BCBSIL Backed by Technology That Gets Results\***

- A 2:1 financial ROI with the Care Navigation care management program
- An 80% reduction in administrative work
- Net Promoter Score® of 70+
- Customer satisfaction rates of more than 90%



**Ready to get more from your health care dollars? We can help.  
Contact your account representative for more information.**

\* Data provided by Collective Health

Collective Health is an independent company that has contracted with Blue Cross and Blue Shield of Illinois to provide technology services 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.

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