



**BlueCross BlueShield**  
of Illinois



**Collective Health**  
Powering healthcare. Empowering you.™



## Navigating Health Care Made Easy

Blue Cross and Blue Shield of Illinois, 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 conditions
- Stroke
- Medication management issues (infusions, injectables and multiple medications)
- Pregnancy, newborn or birth-related complications
- Genetic and rare conditions
- Traumatic injuries
- 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 nurses, social workers, pharmacists and dietitians. Sometimes, a little help makes a big difference.

### Industry Leading Member Support

Members are met where they are, with the touchpoints they prefer. They can call, chat, or message with our helpful Member Advocate team.

### 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 member access to health care benefits anytime, anywhere.

### 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 assistance and clinical navigation. Collective Health is a robust solution that delivers member satisfaction rates of nearly 90 percent and a Net Promoter Score® of 70+.<sup>1</sup>

#### CASE STUDY:

## CLOSING CARE GAPS DRIVES SAVINGS

# \$7,100

**AVERAGE SAVINGS PER  
ENGAGED MEMBER DUE  
TO CARE NAVIGATION<sup>2</sup>**

**Contact your BCBSIL account  
representative for more information.**

<sup>1</sup>Source: 2023 annual NPS and CSAT scores.

<sup>2</sup>Collective Health pre/post claims cost analysis (2022-2023).

My Collective is a member platform owned and operated by Collective Health. Collective Health is solely responsible for the products and services they provide.

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.