

Blue Care Advisors



Your Confidential Access to Experienced, Knowledgeable Advisors

In the ever-changing world of health care coverage, it's always reassuring to share your concerns with someone experienced and knowledgeable. That's why Blue Cross and Blue Shield of Texas added **Blue Care Advisors (BCA)** to the **Blue Care® Connection** program.

Blue Care Advisors are a multi-disciplinary team composed of RNs, Licensed Professional Counselors and Licensed Masters-level Social Workers. BCAs reach out to at-risk members, providing them with early chronic disease prevention in hopes of achieving overall improved health.

Blue Care Advisors Benefits to You:

- Simplifies the coordination of your health care benefits
- Educates and empowers you to make informed choices about your health care
- Supports wellness by aiding your understanding of preventive care guidelines, personal risk assessments and preventive screenings
- Supports behavior modification and readiness to change by providing techniques that promote a healthy lifestyle
- Champions your care when assistance is needed
- Lifestyle coaching through the Obesity/Weight Management Program (as needed)

Here are some examples of how Blue Care Advisors have helped others:

“My Blue Care Advisor helped me to better understand how to take advantage of the preventive care benefits available to my family through my health plan. Now I know when to take my children for required immunizations.” — *BCBSTX member*

“My Blue Care Advisor assisted me in using the 24/7 Nurseline audio library to learn more about an upcoming surgical procedure. Now I know more about what to expect during my post-op recovery.” — *BCBSTX member*

“I had been sharing my friend's asthma medicine because I couldn't afford the copay. My Blue Care Advisor helped me get samples from my PCP until my mail order prescription arrived. Now I order a 90-day supply for only one copay.” — *College student covered under BCBSTX family plan*

Contact Information

If you'd like more information about BCAs or to discuss your general health, please call toll-free at **1-866-412-8795**.



**BlueCross BlueShield
of Texas**

Blue Care Advisors

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Knowledgeable,
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In addition to the assistance provided by Blue Care Advisors, every member — regardless of your personal health status — can take advantage of important health and wellness online resources from Blue Cross and Blue Shield of Texas.

Personal Health Manager

With Personal Health Manager, the support and resources you need to manage your health online are just a click away. By logging into Blue Access® for Members and clicking on Personal Health Manager you can:

- Earn **Blue PointsSM** every time you use the health and wellness features in the **For Your Health** section. Receive up to 1,000 points a week when you set up and track the progress of an exercise or meal program, read and rate health and wellness related articles, or e-mail your health-related questions to licensed professionals.
- Complete a health risk assessment to evaluate your health status.
- Request fitness and weight loss advice with **Ask A Dietitian**.
- Receive help on managing stress, workplace conflicts or other issues with **Ask A Life Coach**.
- Ask registered nurses health related questions online with the **Ask A Nurse** feature.
- Set up a personal health record to keep track of health information in one secure Web location.
- Receive targeted wellness information via e-mail to help manage specific medical conditions, including alerts for screening tests, and set up reminders for medical appointments and medication refills.
- Access wellness tracking tools, videos and interactive tutorials.
- Get information on exercise, nutrition and lifestyle issues in the **For Your Health** section.

Blue Access® for Members

For personalized information about your health care benefits and coverage, log in to Blue Access for Members where you'll find:

- Confirmation of when claims are paid and payment amounts
- Physician, hospital and pharmacy network directories
- Information on prescription drugs and a link to the Member Preferred Drug List
- Help desk assistance is available at **1-888-706-0583**

www.bcbstx.com