

Blue Care[®] Connection



Member Guide



**BlueCross BlueShield
of Illinois**

Blue Care Connection
gives you the **support**
and **resources** you need.



Take Charge of Your Health

Health care consumers like you want to take charge of their health and their health care spending, while getting the most value from their health care benefits.

You want more information and resources to make wiser health care decisions. And, you want these resources right at your fingertips — accessible whenever and wherever you need them.

Blue Care Connection

With Blue Care Connection, Blue Cross and Blue Shield of Illinois makes it easier for you to manage your health care and health care benefits. Blue Care Connection's suite of resources and support services provides personalized attention, health advocacy and health and condition-specific information. Blue Care Connection includes:

- Personal Health Manager
- Blue PointsSM
- Blue Care Advisor
- 24/7 Nurseline
- Healthy Expectations[®]

Personal Health Manager

This resource of online tools and information at www.bcbsil.com lets you:

- Complete the [health risk assessment](#) to identify your possible health risks and receive recommendations to improve your health.
- Set up a [personal health record](#) to keep track of and manage your family's health information — within one secure location.

With your permission, health care providers, family members and Blue Cross nurses can access your records. When you grant access to your doctor on the [Personal Health Manager](#) site, an automated e-mail is sent to your physician with instructions on how to gain access and upload medical information.

- Use the “Ask A” features to:
 - > Ask registered nurses, your Blue Care Advisors, health-related questions online with the [Ask A Nurse](#) feature.
 - > Request fitness and weight loss advice online from a team of personal trainers with [Ask A Trainer](#).
 - > Ask registered dietitians for nutrition advice with [Ask A Dietitian](#).
 - > Receive help on managing stress, workplace conflicts and other similar issues with [Ask A Life Coach](#).
- You and your family can access information on exercise, nutrition and lifestyle issues in the [For Your Health](#) section.
- Access [online health content](#). You'll find health and medication information, wellness tracking tools, videos and interactive tutorials, many personalized to your specific areas of interest.
- Receive [targeted wellness and condition-specific information](#) via secured messaging to help you manage your health.



Go to the [Personal Health Manager](#) from Blue Access® for Members, our online secure service. Click on the [Personal Health Manager](#) icon to get started. If you are new to Blue Access, just follow the easy log-in directions at www.bcbsil.com.



NEW! Reward Yourself...with Blue PointsSM

Now, you can earn Blue Points[†] each time you track a fitness workout, report a meal, use any “Ask A” feature or use other parts of the *For Your Health* section of the Personal Health Manager. Blue Points are redeemable for health improvement and other products at the Blue Points Redemption Center, which you can access through the Personal Health Manager.

Blue Care Advisor

If you have certain chronic health conditions or are at risk for medical complications, a care advisor may contact you. Our goal is to help you find the right resources, optimize your health care benefits and manage any medical conditions you may have.

24/7 Nurseline

Access the 24/7 Nurseline at (800) 299-0274 to get answers to your health questions. Plus, you also have the option to learn about more than 1,200 health topics over the phone via an audio library system.

Healthy Expectations[®]

If you are expecting, this program will help guide you through your pregnancy and postpartum care with educational materials and support, including access to a 24-hour, toll free BabyLine staffed by maternity nurses and an online health information library.

See your benefit administrator for information on enrolling.

Other Resources

Your employer may offer additional health care resources — check your benefits.

[†] Beginning 2007. Please review the Blue Points Program Rules listed on the PHM for complete information on the program. Program Rules are subject to change without prior notice.

Blue Access for Members

Through Blue Access for Members, you can access even more information, resources and tools.

- *Manage your health.* Check hospital outcome data on specific procedures and diagnoses with the Hospital Comparison Tool. Find estimated costs for common health care services with the Treatment Cost Advisor.[™]
- *Manage your benefits.* Locate a network doctor or hospital using Provider Finder[®]. Check the status of a claim, confirm your coverage and dependent coverage and order a replacement ID card.



Take **charge**
of **your health** today!



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