



BlueCross BlueShield
of Illinois



HERE FOR YOU: Health Advocacy and Chronic Disease Support



October 25th



BlueCross BlueShield
of Illinois



Coverage and Benefits

Doctors and Hospitals

Health Advocacy

Health and Wellbeing

Tools and Services

Contact Us

Log In ▾

Health Care Just Got Easier

If you are enrolled in a Blue Cross and Blue Shield of Illinois (BCBSIL) plan, you now have access to a health advocate*.

Health advocates serve as a personal assistant for your health care needs. You may contact a health advocate to address your medical benefits questions.

They can help you and your covered family members:

- Get personal assistance with your health care matters
- Understand your health benefits
- Talk to a BCBSIL clinician about health questions
- Sort out a new diagnosis and what to do next
- Shop for quality, lower-cost health care

bcbsil.com/rrd

THE ONLY ONE YOU NEED

ONE
ID CARD

ONE
NUMBER

ONE
POINT OF
CONTACT

www.bcbsil.com



**BlueCross BlueShield
of Illinois**

Health Advocate 1-800-537-9765

Preauth is required before rendering services for IP, SNF admission, home health/infusion care, private duty nursing services, emergency medical or BH admission. Preauth may be required for OP services including, but not limited to, advanced imaging, cardiology, sleep study, pain management, joint/spine surgery, radiation therapy or genetic testing. Check member benefits prior to rendering service. Provider: File medical claims with your local BCBS Plan.

BlueCross BlueShield of Illinois, an independent licensee of the BlueCross BlueShield Association, provides claims processing only and assumes no financial risk for claims.

Your BCBSIL ID Cards

All employees will receive new ID cards.

You should receive your new ID cards by **Dec. 31, 2023.**



Two ID cards are provided for family coverage.

You can call Customer Service or log on to **Blue Access for MembersSM** to order additional or replacement ID cards.



Take the easy path to better health...

Your Health Advocate is your dedicated health care concierge.

Your Personal Health Advocate: One call that does it all

Whether you are concerned about:

- Understanding your benefits
- Scheduling appointments
- A chronic illness or a new diagnosis
- An upcoming surgery
- Getting prior authorization for a test
- Saving money on health care

Your Health Advocate has answers.

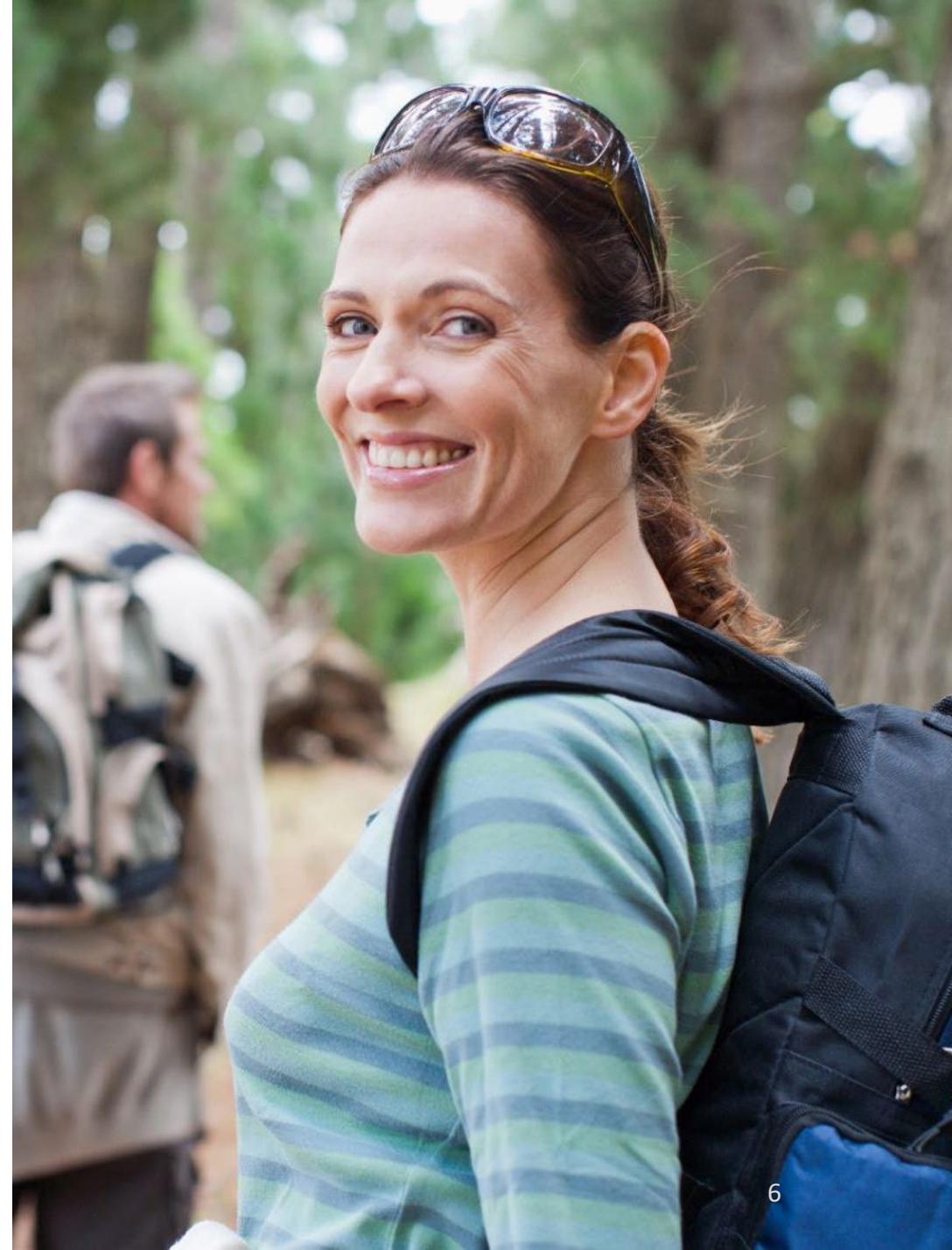
**We're here for you 24/7,
just call 1-800-537-9765**

*In case of a medical emergency, call 911.

You Don't Have to Do It All on Your Own

Connect with a Health Advocate to get personal support and guidance for any health concern. We can help you:

- Manage a health concern affecting you or someone you are caring for
- Sort out a new diagnosis and what to do next
- Find care and support for mental health issues
- Navigate complex health care journeys such as:
 - Cancer
 - Diabetes
 - Caregiver support
 - Going on disability leave
 - Gender affirmation
 - End-of-life planning



UNIFIED COLLABORATION
CREATES A DIRECT
**PERSONAL ONE-
STOP EXPERIENCE**

PERSONAL SUPPORT FROM THE
RIGHT EXPERT
WHEN MEMBERS NEED HELP





IF A HEALTH ADVOCATE
REACHES OUT...

**Answer! Your health advisor's goal
is to help you get the care you
need to get better.**

A HEALTH ADVOCATE:

- Can help to coordinate your and your family's serious health concerns
- Clinical nurse you can count on when you need help the most
- Works with a team of specialists to help make sure you have the right care for your unique circumstances

Your Personal Health Advocate! Contact Us



Español

Language Assistance

Messages

PPO+ ▾

My Account ^

Dashboard

Claims

Coverage ▾

Spending

Find C

My Health History

Profile and Preferences

Contact Us

Member ID Card

Forms and Documents

Logout

1

Contact Us

Live Chat

Start a Live Chat session with a Health Advocate online.

Please Note: Live Chat window cannot open if you have popup blockers enabled on this site.

Start Live Chat

24 hours a day,
7 days a week.
Except major holidays.

Secure Message Center

Use the Message Center to contact us. When you provide us with your email address or phone number, we may store this information and use it to contact you so that we can answer your questions.

View Message Center

Nurse Health Advocate

Schedule a call with a Nurse Health Advocate.
After you submit the form, we will contact you to confirm your appointment time.

Schedule Call

Hours of Operation
Monday – Friday
8:00 a.m. – 6:00 p.m. CT

Blue Access for MembersSM Internet Help Desk

NEW FOR 2023!

Expansion of Self-referral Feature for All Health Advocacy Solutions Members



- Allows all members to initiate a connection with a registered nurse Health Advocate via Blue Access for MembersSM (BAMSM)
- Members can schedule a call with a registered nurse proactively, as soon as a question or concern about a new diagnosis, chronic condition or other health situation occurs

NEW FOR 2024!

Cancer Services and Support

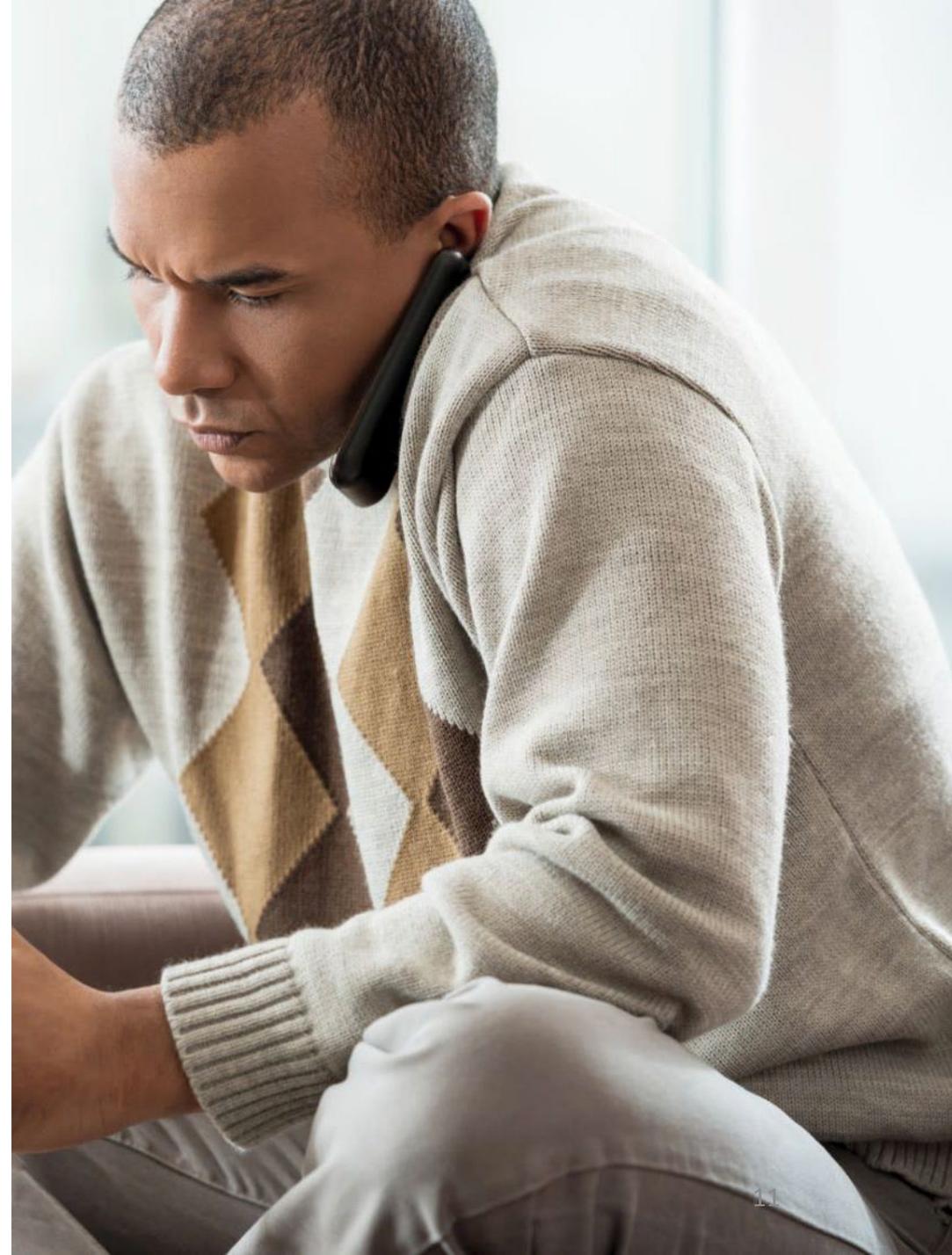
A cancer diagnosis can change your life forever.
We are here to help.

The Cancer Services and Support program, in collaboration with **AccessHope**, will give you the tools, resources, and expert advice to help you before, during, and after cancer treatment.

- **Cancer Support:** Our skilled cancer care nurses are on hand to help you prepare for doctor office visits, share treatment information or give emotional support—wherever you are in your cancer journey.
- **Cancer Expert Advisory Review and Support:** With AccessHope, you can ask that a medical expert reviews your case. This allows you to get expert recommendations and clinical trial matches while staying close to home.

Cancer care nurse support is available today by calling the number on the back of your ID card.

AccessHope is an independent company providing cancer support services for members enrolled with Blue Cross and Blue Shield of Illinois and is solely responsible for the services it provides. BCBSIL makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them. © 2023 AccessHope, LLC. All rights reserved. Confidential and proprietary.



Cancer Care Navigation & AccessHope Expert Advisory Review – Member Journey

This service helps members:

-  Cancer Care Managers support oncology needs, manage underlying conditions, provide resources/education and coordination with other specialties (BH, Social Workers) to holistically support the member
-  Recommendations from NCI-Designated Comprehensive Cancer Center experts are provided to members and their local oncologists, so members can stay close to home
-  Member and their treating oncologist learn more about multiple treatment options for improved outcomes



Member engages for Cancer Care advocate or member digital first outreach



Advocate educates member on AccessHope Expert Advisory Review. Member requests a review.



Member sent to AccessHope to initiate Expert Advisory Review. (Member completes easy form)



Completed Expert Advisory Review report sent to member and their treating oncologist.

CANCER SERVICES & SUPPORT



BCBSIL Cancer Care Navigation



Expert Advisory Review & Support with
AccessHope

The BCBSIL certified oncology clinician completes a holistic assessment to identify gaps in care, support the employee in understanding their diagnosis and benefits, and coordinates with multiple specialists so employees and their families are encouraged to actively participate in their treatment plan.

The clinician will refer members to AccessHope.

Employees can request that an oncology medical expert review their case. A medical expert may provide recommendations for their treatment plan based on groundbreaking insights and discoveries to the employees and their treating oncologist.

Expert reviews from the NCI-Designated Comprehensive Cancer Centers for all cancer types, at any stage.

AccessHope's cancer support team provides ongoing resources, ensuring seamless support once the review has closed.

Hinge Health Digital Musculoskeletal (MSK) Clinic

Hinge Health provides a complete solution —
for each stage of your MSK journey, with expert medical
opinion

Prevention (at risk)

Job-specific exercises and education

Acute (recent injury)

Physical therapy video visits for every body part

Chronic (high risk)

Exercise, education and behavioral change

Surgery (pre- and post-procedure)

Rehab for members that require surgery

**Hinge Health will contact you about signing up
for the program that's right for you or you can reach out
to a Health Advocate to sign up!**



Teladoc Health™ Hypertension Management Solution

Program Overview

The program combines a connected blood pressure cuff and personal support for supplemental in-home therapy.

Members receive:

- Easy remote monitoring via wireless-connected blood pressure cuff
- Licensed professionals provide live coaching and 24/7 digital alerts
- Notifications for high blood pressure readings and reminders to check blood pressure
- Mobile experience to track progress and receive personalized, clinically grounded coaching and educational content
- Member-initiated reports (with blood pressure readings and trends)

If you are eligible, Teladoc Health will contact you about how to sign up for this program or you can contact your Health Advocate!





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THANK YOU!

Question and Answer via Chat