



Blue Cross Coordinated CareSM

Personalized support to help manage your health

Help simplifying and connecting it all

Managing a health condition isn't always easy — but you don't have to do it alone. Your health plan offers free, confidential, one-on-one support to make your care easier and help you stay on track with your health goals by:

- **Connecting you to a nurse-led Blue Cross[®] care team**, including pharmacists, dietitians and behavioral health social workers — all working together to support your full health picture
- **Identifying potential health risks** and outlining steps for improvement
- **Helping you understand your condition**, find transportation to appointments, engage with community resources and adhere to medication plans

If you're eligible, a nurse care manager will reach out to you directly. Or, you can call the Customer Service number on the back of your member ID card to learn more.

Once you get started, stay connected with your care team by calling the Customer Service number on your member ID card. Or send a message through your member account at bcbsm.com or our mobile app.

To send a message, log in and then:

- Click the profile icon in the top right corner.
- Select *Messages*.
- Click the *New Message* icon.
- Complete the *New Message* form. In the Topic field, select *Coordinated Care/Your Dedicated Nurse*.
- Click *Send* to submit your message.

If you haven't registered for your member account, visit bcbsm.com/register or download our app at bcbsm.com/app.

**READY
TO HELP**



Help managing chronic conditions and grief

Tricia, 55, has been living with hypertension, rheumatoid arthritis and depression. Without a primary care provider, she often relied on the emergency room for treatment. When her mother passed away, her grief became overwhelming, making it even harder to manage her health.

Tricia contacted a nurse care manager who helped her gain a better understanding of her conditions and how to manage them. Her nurse care manager also coordinated care with the Blue Cross® care team, including:

- A dietitian who helped her with meal planning
- A pharmacist who helped her find coupons to lower the cost of her medications
- A behavioral health social worker who helped her manage her depression and connect with a free community grief group

The care team also helped Tricia find a primary care provider and schedule appointments, so she no longer relies on the ER for care. Today, she's more confident in monitoring her blood pressure and managing symptoms — and she's feeling more emotionally supported through her grief group.

“Thank you, I have really laughed today and enjoyed connection. I needed it. I appreciate you and knowing there are options available. I would not have known otherwise. I miss my mom so much.”

— Tricia

www.bcbsm.com/coordinated-care



**Blue Cross
Blue Shield
Blue Care Network**
of Michigan

Nonprofit corporations and independent licensees
of the Blue Cross and Blue Shield Association