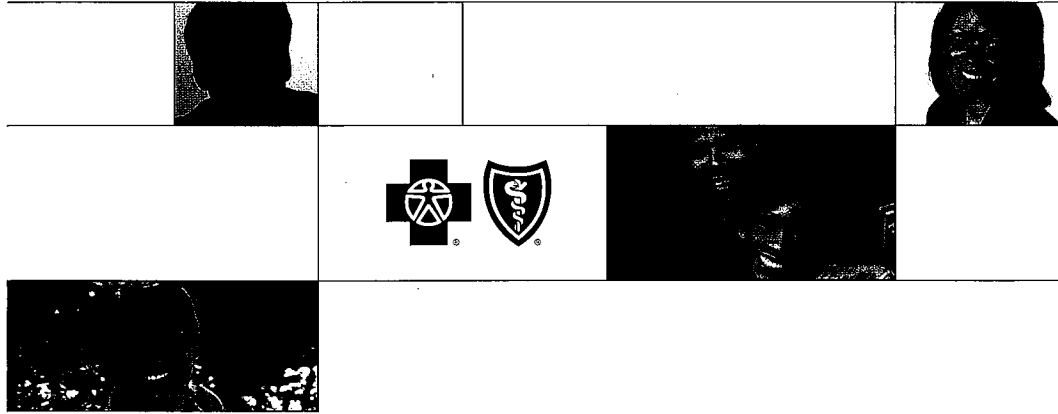


Blue Care ConnectionSM



Blue Care AdvisorSM Member Guide

Blue Cross and Blue Shield

Blue Care Connection

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.

Introducing Blue Care Connection

Now, with Blue Care Connection, Blue Cross and Blue Shield of Illinois makes it easier for members to manage their 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. The Blue Care Advisor component of Blue Care Connection includes:

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.
 - ✓ Set up a *personal health record* to keep track of and manage your family's health information — within one secure location. As a Web-based resource, you can access your personal health information to help facilitate care — anywhere, anytime you have Internet access.
- PERSONAL HEALTH MANAGER
- 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.

Visit our Web site at www.bcbsil.com





- ✓ Ask registered nurses, your Care Advisors, health-related questions online with the *Ask A Nurse* feature.
- ✓ Request nutrition, fitness and weight loss advice online from a team of personal trainers with *Ask A Trainer*.
- ✓ 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. You can receive alerts for screening tests and set up reminders for medical appointments and medication refills.

Go to the *personal health manager* from Blue Access® for Members, our online secure service. Click on the *personal health manager* icon.

If you are new to Blue Access, just follow the easy log-in directions at www.bcbsil.com.

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.



Case Manager

If you have certain chronic health conditions or are at high risk for medical complications, a case management nurse 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.

Other Resources

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

Blue Access for Members

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

- ✓ *Manage your health*. Research health topics using Mayo Clinic content[†]. Check hospital outcome data on specific procedures and diagnoses with the Hospital Comparison Tool.
- ✓ *Manage your benefits*. Locate a network doctor or hospital using Provider Finder®. Check the status of a claim and confirm your coverage and dependent coverage.

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

Take charge of your health today!

[†]The relationship between Blue Cross and Blue Shield of Illinois and Mayo Clinic is that of independent contractors.

