

Don't let an injury or sudden health issue derail your life

A hospital stay or long-term health problem can turn your life upside down. You may need to make some tough choices. And you may feel overwhelmed with new information and not sure where to get help and support.

That's why we have a team of registered nurses, supported by clinical experts, who are trained to help during these stressful times. They're called nurse care managers, and they are your health care advocates. Their goal is to understand your needs from all angles and help you get the best care possible.

For instance, depending on your needs, a nurse care manager might help you:

- Find out more about your health issue and your treatment options.
- Talk with your doctors and the rest of your health care team—and encourage them to talk with each other.
- Review your health plan to help you save money and get the most value from your plan.
- Connect with resources near you, like home care services and community health programs.
- Take steps to make healthy changes in your life.

Your nurse care manager will probably call you

But if you don't pick up or need someone to help right away, you can call the number on the back of your card and ask for case management.





If you choose to use this free service, you'll work one-on-one with your primary nurse care manager.

Keep in mind that the nurse doesn't provide hands-on care to you. It's up to your doctors and the rest of your health care team to do that. But the nurse can work with you and your team to keep the focus where it belongs: helping you manage your health and feel better. Here's how it works:

- **Get started.** In most cases, someone from this program contacts you directly. You can also call the customer service number on your member ID card or the health benefits team where you work. Ask to get in touch with the Blue Cross and Blue Shield of Georgia case management team. Your nurse will call you and get to know you. You'll talk about your current health situation and how it affects you. But you'll also talk about your health goals — and how your nurse can help you reach them.
- **Stay in touch.** Your nurse will call you regularly to see how you're doing and to offer support with any health issues. This is important because your needs may change over time. You'll also have your nurse's direct phone number, so you can call if any questions or problems come up.
- **Get better.** If you don't think you need help anymore, just let your nurse know. You can stop participating at any time.

This service is part of your health plan and is at no added cost to you.

For information about other member programs available to you, visit our website at bcbsga.com.

Nearly 9 out of 10 members who use this service say they're "very satisfied" and would recommend the program to another member.*

*2014 member satisfaction study.

