



BlueCross BlueShield of Illinois



## Health Care Help for You

Blue Cross and Blue Shield of Illinois (BCBSIL) is here to support you. We have personal health clinicians\* trained to help with your health care needs. Each clinician is ready to help with your questions, concerns and more – at no extra charge. And they are backed by a team of health specialists, including behavioral health professionals, social workers and a pharmacist.

### A personal health clinician can help you:

- Keep up with doctors' appointments and other care-related activities
- Review your doctor's instructions
- Coordinate your care needs after an illness, procedure or surgery
- Know what to expect if you spend time in the hospital

### Get the BCBSIL App

Are you always on the go?  
If so, you should get the app.  
Text\* **BCBSILAPP** to **33633**  
to get it.

\*Message and data rates may apply. Terms, conditions and privacy policy at [bcbsil.com/mobile/text-messaging](https://www.bcbsil.com/mobile/text-messaging).



**Call the Customer Service number on the back of your member ID card and ask for a personal health clinician.**

\*Talking with a personal health clinician is not a substitute for medical advice. Care and treatment decisions are between you and your health care provider. If you are having a medical emergency, call 911.



## Know Your Benefits

We all have health concerns. BCBSIL programs may help.

### 24/7 Nurseline<sup>1</sup>

- Answers general health questions
- Helps you decide where to get care

### Behavioral Health

- Covers treatment for anxiety, stress and depression
- Helps with substance use and eating disorders, autism and other conditions

### Fitness Program

- A choice of gym networks to fit your budget and preference
- Memberships range from just \$19-\$99/month<sup>2</sup> with a \$19 enrollment fee
- Provides discounts at 40,000 wellbeing providers nationwide

### Special Beginnings<sup>®</sup>

- Helps with high-risk pregnancies
- Support from maternity specialists<sup>3</sup>

For more information on any of these programs, call the Customer Service number on the back of your member ID card.

## Benefits Value Advisors (BVAs)<sup>4</sup>

BVAs partner with dedicated personal health clinicians to help you get the most from your benefits. BVAs can help you get costs for providers and procedures, assist with referrals, schedule appointments, set up pre-authorizations and more.

Just call the Customer Service number on the back of your member ID card.

NOTE: These programs are not a substitute for the medical advice of your doctor. If you have any questions or concerns regarding your health, you should discuss them with your doctor.

1. For medical emergencies, call 911.

2. Taxes may apply. Individuals must be at least 16 years old to purchase a membership. Family members under the age of 18 must enroll at same package or lower package as member. Additional limitations apply. See Program Agreement for details. The Fitness Program is provided by Tivity Health<sup>®</sup>, an independent contractor that administers the Prime Network of fitness centers. The Prime Network is made up of independently owned and operated fitness centers.

3. Special Beginnings is not a substitute for professional medical guidance. Regular visits are important for your care. With your consent, the information we receive from you is shared with your doctor to better coordinate your care. Be sure to discuss any health concerns with your regular doctor or OB/GYN.

4. Member communications and information from Benefits Value Advisors are not meant to replace the advice of health care professionals. Members are encouraged to seek the advice of their doctors to discuss their health care needs. Decisions regarding course and place of treatment remain with the member and his or her health care providers. Cost estimates are just an estimate. In addition to your usual deductibles, copayments and/or coinsurance, the actual cost of the services may vary based on a number of factors including the date of service, the actual procedure performed and what services were billed by the provider and your particular benefit plan. Coverage is subject to the limitations, exclusions and terms of your plan.