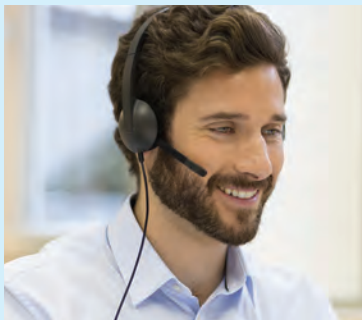


Your Personal Health Clinician – At Your Service



**BlueCross BlueShield
of Illinois**



Your Personal Health Clinician can assist you in managing your total well-being – everything from serious medical conditions to behavioral health.

At Blue Cross and Blue Shield of Illinois (BCBSIL), we know that dealing with health issues can be stressful - whether you're trying to manage a medical condition, learn how to improve your health or learn more about having a healthy pregnancy. That's why you should get to know your BCBSIL Personal Health Clinician.

A Personal Health Clinician (PHC) is a registered nurse who will work with you and your doctors to help you understand your benefits and health care options. This will help you make the best health care decisions for yourself and your family.

So, how can we help?

Do you want to get some health concerns under control? Talk with your PHC, she/he is a registered nurse and can help you with diabetes, asthma, heart health, low back pain or any other health concerns. A PHC can help you work with your doctor to develop a plan of care to help you better manage your health.

We care about your body and your mind. If it's behavioral health issues you're working on – like anxiety, depression, substance abuse or other conditions – your PHC can refer you to one of our licensed behavioral health professionals who can help.



**BlueCross BlueShield
of Illinois**



Remember to Register for Blue Access for MembersSM

For personalized information about your health care benefits and coverage, log in to Blue Access for Members (BAM) at bcbsil.com.

A Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

Have you been trying to lose weight? Quit smoking? Get in shape? Check out Well onTarget[®], our wellness website, where you can take an online health assessment and then use our health tools, trackers and online classes to help you reach your goals. The Blue PointsSM program will reward your healthy habits with points you can use in our online mall. Visit wellontarget.com to learn more.

If you're looking for a more personal approach to reaching your health goals, your PHC can connect you with our Lifestyle Management program so you can work with your own wellness coach through regular telephone calls. Your coach will help you stay motivated and learn how to make healthier choices to drop those extra pounds, quit tobacco or both.

Expecting a new baby? Your PHC can connect you to the Special Beginnings[®] program. It offers moms-to-be ongoing support and education from prenatal to postpartum care, including online and mobile tools and educational materials. Special Beginnings also offers extra support for high-risk pregnancies.

It's 2 a.m. and your child is running a high fever. Should you go to the emergency room? Call the 24/7 Nurseline. With around-the-clock, toll-free access to a registered nurse, you don't have to guess – you can talk to an experienced health professional whenever you need to.

All of these resources are available to you and your covered family members at no extra charge. For more information on any of these programs call the Customer Service number on the back of your BCBSIL ID card.

Note: BCC and its programs are not a substitute for the independent opinion of your doctor. The final decision about your treatment is one that is made between you and your doctor. You should discuss any health questions or concerns with your doctor.

Blue Care Connection