



BlueHealth
SOLUTIONS

TEACHING TOOLS

Online health information and educational brochures are available on our website, bcbst.com/health-wellness.

Find facts on more than 1,200 health topics by calling 1-800-818-8581.

CHRONIC CARE MANAGEMENT



Our care managers can help you live life to the fullest, even if you're living with a chronic health condition.

GET STARTED TODAY BY CALLING:

1-800-818-8581

1-800-848-0298 (TTY)

Monday-Friday 8 a.m. to 7 p.m. (ET)



1 Cameron Hill Circle | Chattanooga, TN 37402 | bcbst.com

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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-565-9140 (TTY: 1-800-848-0298).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-565-9140 (رقم هاتف الصم والبكم: 1-800-848-0298).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-565-9140 (TTY:1-800-848-0298)。

BHS-083 (1/17)
Chronic Condition

CHRONIC CARE MANAGEMENT

Take your first step to better health

YOUR PARTNER IN BETTER HEALTH

Living with a complex illness or challenging health condition isn't easy. But with the Chronic Care Management program from BlueCross BlueShield of Tennessee, you have access to your own personal care manager who can help you learn to better manage your conditions and live a healthier life.

FOCUS ON YOUR HEALTH

Your health needs are unique. With Chronic Care Management, you'll get personalized advice and guidance based on your individual needs. Your care manager can help you manage:

- Asthma
- Diabetes
- Chronic Obstructive Pulmonary Disease (COPD)
- Coronary Artery Disease (CAD)
- Congestive Heart Failure

BEHAVIORAL HEALTH

Managing your mental health and substance use will help you better manage your other health conditions. Let us know if you'd like assistance dealing with a serious illness.

PERSONALIZED CARE

While in the program, you will get one-on-one support from the same care manager on a regular basis. He or she will get to know you and your health needs, and will partner with your doctor or other provider to improve your overall health. Your care manager can help you:

- Set and reach health goals.
- Understand the importance of following your treatment plan.
- Learn what questions to ask your doctor or other provider.
- Get answers to questions about your health or treatment.
- Find out what you can do to get healthier and feel better.
- Find local agencies that offer services you may need.
- Manage your condition by teaching you how to take your medicine correctly, eat healthy and get the right amount of exercise.

KNOW YOUR NUMBERS

When you see your primary care doctor or other provider for a checkup, it's important to get the right screenings so you and your provider have a better understanding of your overall health. These are the four tests that everyone should get regularly:

- Blood pressure
- Blood sugar levels (Glucose)
- Cholesterol (LDL and HDL)
- Body mass index (BMI)

These screenings can help your doctors or other providers determine whether you're at risk for certain conditions. Depending on your results, you may be asked to take additional tests to create the best plan of care for you. Talk with your doctor about which tests you should have.

PEACE OF MIND IS A PHONE CALL AWAY

Our care managers are available to you at no additional cost. When you have health-related questions, call or chat online anytime – day or night.*

Our care managers offer:

- Symptom assessment
- General health information
- Self-care education
- Informed decision support

1-800-818-8581

1-800-848-0298 (TTY)

CHAT ONLINE

With our online service, you can get health advice at your convenience.

- Log in to BlueAccess™
- Click “My Health & Wellness” – “NurseChat”
- Choose “Continue” next to your name

IF YOU HAVE A LIFE THREATENING EMERGENCY, CALL 911.

YOU ALWAYS HAVE THE RIGHT TO:

- Ask how you were chosen for Chronic Care Management (you can be identified through welcome calls, health risk assessments, claims reviews or pharmacy data).
- Say “no” to this service.
- Know how to make a complaint.
- Be treated with respect, dignity and the right to privacy.