BlueCross BlueShield Arizona

An Independent Licensee of the Blue Cross Blue Shield Association



Get the right care at the right time

As an AZ Blue member, you get access to help and clinical support at every stage of your health journey, from early diagnosis to managing a complex or serious condition. Care Managers are here to help you; these are clinical professionals that vary from nurses, social workers, dietitians, etc. Our care management and support services are available at no additional cost to you.

Health management and support for a new diagnosis

It's not always easy to be in charge of your health. That's why your health plan offers extra support for chronic health conditions, like:

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

You want to know your options so you can be in charge of your health. We can help.

QUESTIONS?

Call **1-877-475-8449**
or visit **azblue.com/health-management**

OUR HEALTH MANAGEMENT PROGRAMS WERE DESIGNED SO THAT YOU CAN:

- Work with a Care Manager to learn all about your condition
- Be supported through personalized education to help you manage your condition
- Get tips on how to prevent health problems related to your condition
- Set health goals and stay on track to meet those goals
- Engage with a Care Manager through a phone call, text, or video chat

Interested in Health Management?
Scan here to find out more.

Care management and support for chronic conditions

If you're living with a long-lasting or complex condition, our care managers are here to help you understand and implement changes to slow or prevent disease progression and complications. If needed, a Care Manager will be assigned to you – at no cost – so you have support when you need it.

QUESTIONS?

Call **1-877-475-8449**
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CARE MANAGERS WILL HELP YOU:

- Coordinate care with your providers
- Understand your health issues and work to increase your self-management skills
- Find in-network providers, facilities, and equipment
- Meet your healthcare goals

Nutrition counseling and support

Nutrition counseling, or Medical Nutrition Therapy, may be included in your benefits if you are living with a qualified health condition.[1] This service allows you to work one-on-one with a Registered Dietitian Nutritionist and create an individualized nutrition plan to manage your health conditions and promote your overall health and well-being. You may need a referral from your doctor or healthcare provider to verify your diagnosed health condition(s) prior to seeing a Registered Dietitian Nutritionist.

QUESTIONS?

Call the number on your ID card.

FIND A DIETITIAN

1. Log on to your member portal at **azblue.com/member**
2. Click on **Find Care** and **Doctors by name or specialty or facility**
3. Search for **Registered Dietitian**
4. Select a provider in your plan's network and call for an appointment

Help after a hospital stay

When returning home from a hospital stay, it is not uncommon to run into some obstacles. We are here to work with you and the hospital when you are discharged from an acute care setting. Our goal is to support your health post discharge and prevent any readmissions.

A Care Manager will call you if you have been discharged from a hospital or facility.

QUESTIONS?

Call the number on your ID card.

CARE MANAGERS WILL HELP YOU:

- Follow the doctor's discharge plans
- Understand your medications and take them as directed
- Schedule follow-up visits with your doctor or other providers
- Get post-hospital services, if recommended (e.g., home health, physical therapy, etc.)
- Find other in-network providers, if needed
- Eliminate barriers to your transition

[1]Limitations and exclusions may apply. Some health plans cover spouse and dependents for nutritional counseling for these diagnoses, check with your plan administrator for more information.
You should always consult with your healthcare providers regarding medical care or treatment, as recommendations, services, or resources are not a substitute for the advice or recommendation of your doctor or healthcare provider.

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