



MASSACHUSETTS

We're Here to Help.

Our goal is to provide a clear path toward better health.

At Blue Cross Blue Shield of Massachusetts, we are here to help you stay healthy, and an important part of that process is staying in touch. We give you direct access to a team of health care professionals—nurses, dietitians, physical therapists, and more—who play an active role in managing your health. Simply pick up the phone when we call to connect with our experts. Once you establish a relationship, you can reach out to us for support and guidance.

Access to better health care starts with connecting to your personal Nurse Coach.

Quick Facts about Our Care Management Programs

Available at **no additional cost.**

Accessible from the **comfort of your own home.**

We work around **your schedule** at **times convenient for you.**

Call us today at
1-800-392-0098



MASSACHUSETTS

Care Management Programs

Personalized Support is a Phone Call Away



Your Nurse Coach: A personal advocate for your health.

Taking a call from a Care Management Program connects you to a Nurse Coach who supports and encourages you to take control of your health. They will also partner with you to set actionable goals, address barriers to care, and develop a road map toward improved health.

Let's work together

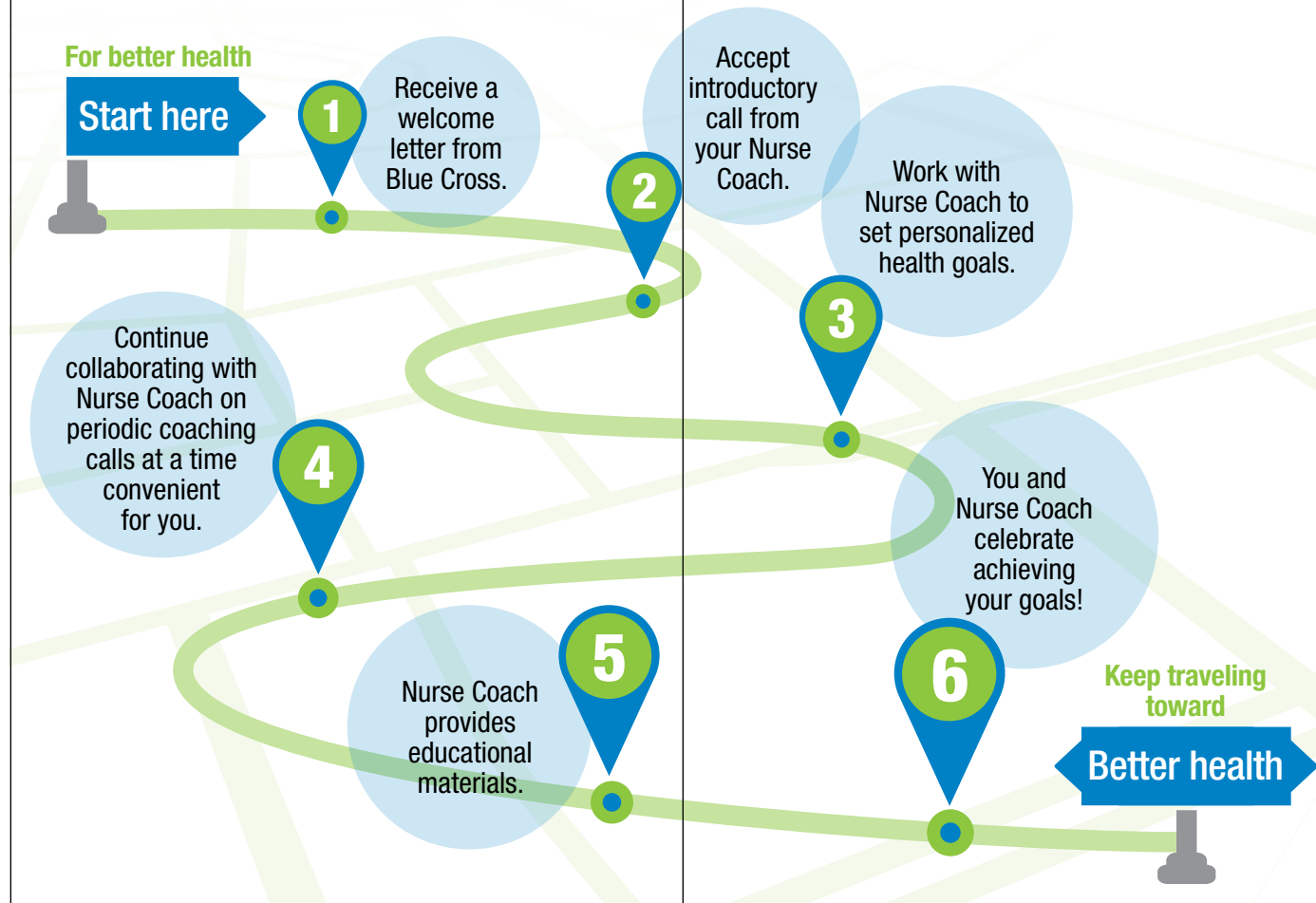
Your Nurse Coach will work with you, your family, caregivers, and doctor to help you better manage your health. Our goal is to help you receive the best care, at the right time, in the most appropriate place.

Your Blue Cross Nurse Coach will:

- Help you better understand your health, treatment options, and doctor's treatment plan.
- Provide resources to help you make informed decisions about your health care.
- Inform you on how to manage your health day-by-day.
- Work with your health care team, on your behalf, to coordinate your care.
- Help you get the most from your Blue Cross benefits.
- Connect you to local resources that offer additional support.

How does the Care Management Program work?

It all starts with you accepting our call.



Our Care Management Programs are well suited for any Blue Cross member who has:

- A chronic condition
- A serious injury or illness
- A complex medical and behavioral health need

Want to get started?

Contact us directly at

1-800-392-0098