Condition Management

Programs to Help Improve Your Health

If you're living with a chronic health condition, you may face daily challenges in managing your illness. You want to have the best knowledge and tools available to help you stay as healthy as possible. As part of the **Blue Care® Connection program**, help is available with comprehensive **Condition Management** programs offered by Blue Cross and Blue Shield of Texas (BCBSTX).

These voluntary programs are designed specifically for those who have been diagnosed with asthma, diabetes, cancer, congestive heart failure, chronic obstructive pulmonary disease, low back pain, metabolic syndrome (high blood pressure, high cholesterol and obesity), or coronary artery disease. **Enrolling in a program can help**:

- Decrease the intensity and frequency of your symptoms
- Improve communication between you and your doctor about your health plan
- Enhance your self-management skills
- Minimize missed days at work
- Enrich your quality of life

Personalized Programs

Each program addresses your specific needs, based on the severity of your condition, complications and risk factors. If the severity of your condition is **mild**, you'll receive:

- Coverage for targeted preventive screenings
- Seasonal mailings with educational materials related to your condition
- Tools to help you better self-manage your condition

If the symptoms of your chronic condition are **moderate to severe**, your program will be tailored to provide you with:

- Personalized self-management planning
- Regularly scheduled monitoring by a registered nurse
- 24-hour-a-day telephone access to a specialty nurse
- An audio library of topics related to your condition, available by telephone around-the-clock
- Assistance in coordination of condition-specific Durable Medical Equipment

Enroll — and Take Control

To enroll in a Condition Management program, or to find out how a Condition Management program can help you, please call **1-866-412-8795**.

BlueCross BlueShield of Texas

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In addition to Condition Management programs, every member — regardless of your personal health status — can take advantage of important health and wellness online resources from Blue Cross and Blue Shield of Texas.

Personal Health Manager

With Personal Health Manager, the support and resources you need to manage your health online are just a click away. By logging into Blue Access® for Members and clicking on Personal Health Manager you can:

- Earn **Blue Points℠** every time you use the health and wellness features in the **For Your Health** section. Receive up to 1,000 points a week when you set up and track the progress of an exercise or meal program, read and rate health and wellness related articles or e-mail your health-related questions to licensed professionals.

- Complete a health risk assessment to evaluate your health status.

- Request fitness and weight loss advice with **Ask A Dietitian**.

- Receive help on managing stress, workplace conflicts or other issues with **Ask A Life Coach**.

- Ask registered nurses health related questions online with the **Ask A Nurse** feature.

- Set up a personal health record to keep track of health information in one secure Web location.

- Receive targeted wellness information via e-mail to help manage specific medical conditions, including alerts for screening tests, and set up reminders for medical appointments and medication refills.

- Access wellness tracking tools, videos and interactive tutorials.

- Get information on exercise, nutrition and lifestyle issues in the **For Your Health** section.

Blue Access® for Members

For personalized information about your health care benefits and coverage, log in to Blue Access for Members where you'll find:

- Confirmation of when claims are paid and payment amounts
- Physician, hospital and pharmacy network directories
- Information on prescription drugs and a link to the Member Preferred Drug List
- Help desk assistance is available at **1-888-706-0583**

www.bcbstx.com

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