

FEARLESS IS KNOWING THERE'S A WHOLE TEAM BEHIND YOU

Excellus



LIVE
FEARLESS



For little questions or big health-related challenges, the Excellus BlueCross BlueShield Member Care Management team is here. You can get help keeping track of doctor's recommendations and prescription refills. Discover new groups and useful resources. Even learn how to better care for a family member. Just give us a call. We're ready and waiting to give you the support you need at no added cost.

4 IMPORTANT (AND UNEXPECTED) WAYS WE CARE



Dedicated Team

Coordinated care when you need it most.

Your registered nurse works with a team of health care professionals in a wide variety of specialties to give you the one-on-one support you need to meet your health goals.



Chronic Condition Management

Ongoing expertise and specialized care.

We identify the barriers preventing you from achieving your health goals and help you overcome them. We also provide support like education on recommended tests and screenings so you can feel confident managing your illness.



Complex Condition Management

Personalized support to get you through.

Following a thorough assessment to figure out your needs, we provide outreach and support to keep you on track with your health goals.



Behavioral Health Management

Proven approaches with real results.

Substance abuse and mental illness are treatable diseases. And we'll provide you with the education, support, and community resources you need to get the upper hand on them.



"When you consider health insurance, you might think 'emergency coverage, medical bills, payments, and paperwork.' As an Excellus BCBS member, you get so much more. We care about you—the person—which is why we're here with quick answers, important connections, proven methods, and ongoing care planning when you need it."

— Joanne Richards, Member Care Management Team

FAQs ABOUT MEMBER CARE MANAGEMENT

1 What health conditions qualify for Member Care Management?

If you're an Excellus BCBS member, chances are you can benefit from Member Care Management on some level. It could be as simple as assistance finding resources for a family member. Or as complex as an ongoing care plan for a chronic illness. **Whatever the situation, we provide this service as part of your membership at no extra cost to you.**

2 How does it work?

If you have a question—about doctors, care, coverage, support, or coordination—just call. We'll guide you to the right person who can help you take the next step. You can also reach out to our team online at ExcellusBCBS.com.

3 How much does it cost?

It's free to members. Not only are our Member Care Management services included at no additional cost to you, the services often save you money. By helping you schedule and remember appointments, source prescriptions, and stay on top of your health.

4 Will I be working with one dedicated person or team? Or will I have to explain my situation to a new person every time I talk to Member Care Management?

The first time you call, we'll put you in touch with the right person to handle your needs on an ongoing basis. After that, you'll usually speak to your dedicated registered nurse and any other specialty clinicians. No bouncing around. No surprises.

Our goal is to help every member live fearless. That goes way beyond covering medical bills. Whenever you have a question or need help with any aspect of your health, call us. We're here for you. And we care.

Member Care Management for Chronic and Complex Conditions

1-800-860-2619

8 a.m. to 4:30 p.m. EST

Behavioral Health Management

1-800-277-2198

8 a.m. to 5 p.m. EST

TTY users may call 1-800-421-1220.

Opt out of Member Care Management at any time by calling 1-877-222-1240.

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Our Health Plan complies with federal civil rights laws. We do not discriminate on the basis of race, color, origin, age, disability, or sex.

Atención: Si habla español, contamos con ayuda gratuita de idiomas disponible para usted. Consulte el documento adjunto para ver las formas en que puede comunicarse con nosotros.

注意: 如果您说中文, 我们可为您提供免费的语言协助。请参见随附的文件以获取我们的联系方式。
B-6117

MEET YOUR MEMBER CARE MANAGEMENT TEAM



Registered Nurses

Your dedicated registered nurse will be your main point of contact on the Member Care Management team—providing you with the care planning, education, and emotional support you need to achieve your health goals.



Registered Dieticians

Want to start eating better? Our registered dieticians are food and nutrition experts who can tell you exactly what you need to eat in order to live healthier.



Behavioral Health Specialists

When you're dealing with addiction or mental illness, it can feel like you've got nobody in your corner. But that's not true. Get the counseling and direction you need from our behavioral health specialists.



Social Workers

Family problems can be extremely challenging to handle on your own. Our social workers are here to give you the skills, tools, support, and confidence to get these issues resolved.

