



MASSACHUSETTS

# CARE CONCIERGE

## Your Personalized Health Team Is Only a Call Away

Our Care Concierge team of dedicated nurses is ready to help you learn more about health conditions, give you ideas for healthier habits, and let you know about programs and resources available to make the most of your plan. Ask any health questions, and put your benefits and our expert knowledge to good use!

### HOW CARE CONCIERGE CAN HELP

With a simple phone call, you can learn more about health conditions, healthier habits, and available programs and resources. To reach a Care Concierge nurse, call the number on your ID card.

### WAYS A CARE CONCIERGE NURSE CAN ASSIST YOU

#### TAKING CONTROL OF YOUR HEALTH THROUGH:

- Shared decision-making
- Coaching on healthy lifestyle changes
- Education on preventive screenings
- Proper use of medications
- Understanding a diagnosis
- Guidance on complex medical issues

#### CHOOSING THE RIGHT CARE BY:

- Educating you on quality care centers
- Helping you understand your doctor's recommendations
- Providing decision-making support regarding a surgery or procedure

#### GETTING MORE FROM YOUR HEALTH PLAN WITH:

- Specialty care programs
- Wellness coaching services
- Prevention and wellness programs
- Online tools and resources

**This exclusive service is included in your benefits, so use it whenever you need it.**

### Questions?

To reach a Care Concierge nurse, call the number on your ID card, Monday through Thursday, 8:00 a.m. to 8:00 p.m. ET., and Friday 8:00 a.m. to 4:30 p.m. ET.



## ADDITIONAL RESOURCES



### **24/7 Nurse Line Advice in an Instant**

Call **1-888-247-BLUE (2583)** to talk to a registered nurse, at no additional cost, any time you get sick or injured. They'll guide you through your next steps for care.



### **Member Service**

Have questions about your plan, benefits, or claims? Call Member Service at the number on the front of your ID card.



### **Your Privacy Is Important to Us**

Any information you share is treated in accordance with the Blue Cross Blue Shield of Massachusetts policy on confidentiality.

Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID card (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).