

HEALTH CARE SUPPORT

when you need it most



Get help managing your health care

Do you wish you had someone to help you better manage your complex health issue or disease-related condition? If so, our Nurse Advocates can help you. Available at no additional cost for Blue Cross and Blue Shield of North Carolina (Blue Cross NC) members, a Nurse Advocate complements and enriches the care already provided by your primary care physician, specialists and other health care providers.

Who can benefit?

You may benefit from a Nurse Advocate if you:

- See several health care providers for your condition
- Take multiple medications
- Have questions about your condition or your treatment plan
- Find it difficult to stick to the lifestyle changes your physician has recommended

Improve your quality of life

The Nurse Support Program offers a variety of interventions that can help you manage your condition and improve your quality of life.

When you participate in the Nurse Support Program, you're connected with a team of dedicated health care professionals – nurses, social workers, dietitians and others – who will give you personal, one-on-one assistance. Our goal is to help remove any barriers that may get in the way of you better managing your health.

- We make sure you understand your condition, your treatment options and your doctor's treatment plan
- We provide resources to help you make informed decisions about your health care
- We guide you in methods to improve how you manage your condition day-to-day
- We work with your doctors and others on your health care team to assist in coordinating your needs
- We help you understand your benefits
- We connect you to community resources that offer additional support

How we can help

A Nurse Advocate can help take the stress out of dealing with:

- Complex health conditions
- Multiple health concerns
- Injuries sustained in accidents
- Disease-specific illnesses
- Short-term disability

A "nurse in your pocket"

Participants in the Nurse Support Program will have access to a mobile app powered by Wellframe®. This easy-to-use tool enables regular check-ins, push notifications, interactive coaching and two-way messaging. With the app, members can:

- Connect directly with their care team
- Keep track of medications and appointments
- Interact through daily check-ins and tasks
- Monitor their care plan progress
- Get relevant articles about their health
- And more





Your personal care pathway

When you participate in the Nurse Support Program, you'll be assigned a Nurse Advocate – a registered nurse – who will advocate for you as you negotiate the sometimes complicated health care system. Your Nurse Advocate will help you understand the benefits of receiving quality and cost-effective care.

Your Nurse Advocate will work with you and your health care providers to create an individualized plan of care to help you better understand and better manage your condition.

Your Nurse Advocate will continue to advocate for you until your condition is improved, or you've reached a point where you can easily manage your own care.

Participation in this program does NOT:

- **Replace your current care.** You will continue to work with your health care provider.
- **Interfere with your normal schedule.** We work on your schedule – how often you talk to us is up to you.
- **Cost anything extra.** The Nurse Support Program is a benefit of your health plan.

Call Today!

Speak with a Nurse Advocate about your health concerns.

Call 1-800-218-5295, press 1

Monday – Thursday: 8 a.m. – 7 p.m. ET

Friday: 8 a.m. – 5 p.m. ET

See what our members say about the program:

"This was very helpful. If I didn't understand what the physicians recommended, I could ask her, and she explained things very well."

"If I could rate my Nurse Advocate even higher, I would! She was great in a challenging situation."

"Sherri was absolutely a pleasure to work with. She was very instrumental in my recovery process."

"Chrissy was wonderful. She followed up with me throughout my entire pregnancy and postpartum. She genuinely cared about me and my baby."

"Thank you for this service. It was a great help to us!"

Blue Cross NC offers the Nurse Support Program services for your convenience and is not liable in any way for the goods or services received; results are not guaranteed.

Decisions regarding your care should be made with the advice of your doctor. Blue Cross NC reserves the right to discontinue or change Nurse Support Program services at any time.

Wellframe is an independent company providing health care support services on behalf of Blue Cross NC. Wellframe does not offer Blue Cross or Blue Shield products or services.

BLUE CROSS®, BLUE SHIELD®, and the Cross and Shield symbols are registered marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield plans. All other marks and trade names are the property of their respective owners. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross and Blue Shield Association. U7047c, 10/21



BlueCrossNC.com



**BlueCross BlueShield
of North Carolina**