



A Nurse May Contact You



Are you aware of all the services and programs that are part of your Blue Cross and Blue Shield of Illinois (BCBSIL) benefit plan?



When one of our nurses (or another health care professional) contacts you, it's because we want to help. Our nurses can offer valuable assistance if you:

- Have a complex medical situation, such as a major accident, organ transplant or cancer
- Have a chronic health condition, such as asthma, diabetes, low back pain or heart disease
- Have an upcoming surgery scheduled
- Have a high-risk pregnancy
- State in a Health Assessment that you want to make lifestyle improvements, such as quitting tobacco or losing weight



Nurses can suggest a variety of resources and support to:

- Help you better understand a medical condition
- Answer health questions and discuss concerns you and your family have
- Identify resources that can help make your recovery less difficult
- Communicate with your doctors to help ensure you get the right care
- Help you understand your benefits to get the best value



Take advantage of services already included in your health plan:

- If a nurse contacts you, consider taking the call and learning how BCBSIL can help you and your family
- Our nurse services are offered at no additional cost to you if you choose to participate

Find out more by calling Customer Service at the toll-free number on your ID card.