

MAKE THE CALL

YOUR HEALTH COACH HAS THE ANSWERS

When you're experiencing a sudden or serious health issue, we want to make sure you get the support you need. Whether it's an inpatient hospitalization or a situation requiring ongoing or extensive health care services, our health coaches are available to help — at no cost to you.

HOW A HEALTH COACH CAN HELP YOU

Health coaches are specially trained to answer your questions, support you in making informed health decisions and help you navigate the health care system. A health coach may help to:

- Ensure that you get the right care at the right time, identifying any gaps in care
- Coordinate services you receive from your health care treatment team
- Increase your understanding of your health condition or situation
- Make sure you take the right medication(s) the way your doctor wants you to
- Reduce avoidable emergency room visits and hospital readmissions
- Locate available community resources and programs to help you succeed

A HEALTH COACH MAY CALL YOU

If a health coach calls you, we encourage you to find out how this service can help you. All information shared during your phone conversations with a health coach will remain confidential and will not be shared with your employer, your manager or other employees. If you do not want to participate in a coaching conversation, simply tell the health coach and no further attempt will be made to contact you.



YOU CAN CALL A HEALTH COACH, TOO

If you have questions or concerns, you can talk with a health coach anytime, 24/7 — even when you're feeling well.
**Just call Blues On CallSM at
1-888-BLUE-428 (1-888-258-3428).**

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