

# AVAILABLE ANYTIME

BLUES ON CALL IS YOUR 24/7  
HEALTH CARE RESOURCE



# BLUES ON CALL IS THERE FOR YOU



Whether it's early in the morning or late at night, one toll-free telephone call connects you to Blues On Call<sup>SM</sup> — a comprehensive health information and support program offering a wide variety of up-to-date, easy-to-understand health care resources. Contacting Blues On Call connects you to a health coach, who is a specially trained registered nurse. Your personal health coach is available 24 hours a day, as often as you want to discuss questions about any health topic that concerns you — a rash, an earache, a recent diagnosis, medications, a scheduled medical test, or surgery. Maybe you have an appointment to see your doctor and aren't sure what questions to ask. Your health coach can help.

You don't have to be ill to contact a health coach! You can learn about available programs and resources that address stress management, personal nutrition, weight

management, physical activities, and more to help you stay healthy and active.

In this age of technology, it is often difficult to reach a real person by phone. With Blues On Call, you can speak directly to a nurse.

## HELP WITH MANAGING CHRONIC CONDITIONS

If you have one or more chronic conditions such as diabetes, chronic obstructive pulmonary disease (COPD), congestive heart failure (CHF), asthma, or coronary artery disease (CAD), your health coach can help you better manage your health and provide you with the latest information on your condition. Managing a chronic condition can be difficult. Your health coach can also refer you to additional resources such as employee assistance programs (EAP) or other community or web-based programs, and provide tools to make managing your health easier.

Talking with your health coach regularly can help you to stay on track with your treatment plan and live your life as fully as possible.

"I've used Blues On Call for several years to get control of my diabetes. The health coaches are so helpful, and I am staying on track. Not only have I lost weight, I have stopped smoking, too!"

## IF YOU EXPERIENCE SYMPTOMS OF DEPRESSION, YOUR HEALTH COACH CAN HELP GUIDE YOU

Concerns with physical health can cause anxiety and stress. Almost 10 percent of the population suffers from depression, and often depression remains undiagnosed. A health coach will:

- Help you identify whether your symptoms could be related to anxiety or depression.
- Help you decide who to talk with to get the treatment that is right for you.
- Help you to track your progress in the treatment of your depression.



**CALL BLUES ON CALL DAY OR NIGHT**  
**1-888-BLUE-428 (1-888-258-3428)**

## **BLUES ON CALL IS YOUR HEALTH DECISION AND SUPPORT RESOURCE**

*"I have so many questions to ask my doctor, but I don't know where to begin."*

Most people find it difficult to prepare a list of questions to ask their doctor. Your health coach can help you prepare the questions that concern you most, so you are ready to discuss them on your next trip to the doctor. Your health coach can give you information about the most current treatments available. Together, you and your doctor can make the decision that is right for you.

*"When I got home from a visit to the doctor, I was really confused about the treatment and medicines that were prescribed for me."*

Sometimes after a visit to the doctor's office, you're just not sure that you fully understood what the doctor said or the terms that were used to describe your condition or treatment. Your health coach is there to help by answering your questions and offering you easy-to-understand information.

*"I need help sticking to my treatment plan."*

Talking regularly with your health coach can help you stay on track, by addressing questions that arise regarding your treatment, by giving you the support you need to follow through with your doctor's recommendations, and helping you tackle obstacles when things get tough.

*"I got a call from a health coach prior to having knee surgery. I was planning on surgery due to the pain from arthritis. She gave me information about options and things I can do to help myself before surgery. Since talking with my health coach, I have lost 27 pounds and am bike riding. This has been so helpful. Thank you very much."*

## BLUES ON CALL ON THE WEB

If you prefer to use the web for information, just log in to **highmarkblueshield.com**, where you can:

- Review information about treatment decisions for conditions such as back pain or uterine conditions.
- Access patient guides and care guides for information about illnesses and treatments.
- Research symptoms, diagnoses, and medical technology.



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Blues On Call is a service mark of the Blue Cross and Blue Shield Association.

The Claims Administrator/Insurer complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。  
请拨打您的身份证背面的号码（TTY：711）。

