



# Condition Management Programs for Your Health

Living every day with a chronic health condition can be difficult. Blue Cross and Blue Shield of Texas (BCBSTX), a division of Health Care Service Corporation, can help you manage your medical condition, change unhealthy behaviors and stay as healthy as possible with our comprehensive Condition Management programs.

As part of the Blue Care Connection® program and offered at no additional cost, these voluntary programs are designed for people diagnosed with chronic conditions such as asthma, diabetes, heart problems and others. When you enroll, you will have access to the best knowledge, tools and self-care techniques to help you make a difference in your health.

## Enrolling in a program can help you:

- Have fewer, milder symptoms
- Communicate better with your doctor and your health plan
- Enhance your self-management skills for improving your health and quality of life
- Miss fewer days at work

## Benefits of Participation

The Condition Management programs work together with you, your health plan and your doctor to help identify the best ways to manage your chronic health condition and stay healthy.

## Reaching Out to Members at Risk

Blue Care® Advisors, registered nurses or other health care professionals, may contact you if you have certain health challenges or chronic conditions. Through regularly scheduled health counseling and coaching telephone calls, the advisor can help you identify unhealthy behaviors, set wellness goals, adopt healthier habits and learn to manage medical conditions more effectively.

Following nationally recognized practice guidelines, the Condition Management programs\* specifically target:

- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Congestive heart failure (CHF)
- Coronary artery disease (CAD)
- Diabetes

\*The health care needs of members are evaluated on an ongoing basis to identify opportunities for additional condition management programs.



## Blue Access® for Members

For personalized information about your health and plan coverage, log in to Blue Access for Members at [bcbstx.com](http://bcbstx.com) where you can:

- Review benefit information
- Access claim status and history
- Use wellness tools
- Locate doctors, compare hospitals and find estimated costs for common health care services

## Enroll Today – and Take Control

To enroll in a Condition Management program, or to find out how one of the programs can help you, please call the Customer Service number on the back of your member ID card.

You may be targeted for program participation if you have a chronic health condition or are at risk for medical complications that could be addressed through intervention and counseling.

Claims, lab and pharmacy data; preauthorization; health risk assessments; or a doctor referral are some of the factors that help determine if a Condition Management program is right for you. You may also request to be included in these programs.

Your doctor plays an important role in treating your condition. Be sure to discuss any issues or concerns you may have with your doctor.

## Additional Resources

Take advantage of these additional support resources available to BCBSTX members\*\*:

- **24/7 Nurseline** – registered nurses answer health care questions and offer information through a toll-free telephone number
- **Behavioral Health** – licensed behavioral health professionals help you access services and offer support with co-existing medical conditions or disorders such as anxiety, depression, etc.
- **Special Beginnings®** – maternity program offering expectant mothers education and support from prenatal through postpartum care, including assistance in managing high-risk pregnancies

\*\*These additional resources may not be available to all members. Behavioral Health is not available for HMO members. To verify that you have access to these additional resources, check with your group benefits administrator or call Customer Service at the number listed on the back of your member ID card.