

# When health is about more than doctors and medical tests, **everybody** benefits.



At Excellus BlueCross BlueShield, we know that health is not only achieved at the doctor's office. Health is also determined by things like who we are, where we live and work, economic and social factors, and more:

- Race and ethnicity
- Age
- Education
- Employment
- Economic status
- Sexual orientation
- Gender identity
- Where you live (city, state, zip code) and the conditions where you live

These factors can create barriers that keep you from being as healthy as possible. We are here to help minimize these barriers so you can experience better overall wellbeing.

## Have any of these things prevented you from getting care?

- Buying food is a priority over getting health care due to cost
- Cost of services, lost income by taking time from work, or due to childcare costs
- Discomfort due to trauma or other negative experiences in your past
- Fear of how your medical or personal health information will be used
- Inability to find a provider that you are comfortable with and trust (gender, race/ethnicity, language spoken, etc.)
- Lack of transportation to or from appointments
- Provider's location is not convenient or nearby
- Live in unsafe housing conditions that put your health at risk

If you are struggling and any of these are stopping you from getting the care you need, please reach out to us. ***Our care managers would like to talk to you and try to help.***

### How to Reach Us

**CALL:** 1-877-222-1240 (TTY 711)  
Monday-Friday, 8 a.m. to 5 p.m.

**EMAIL:** [Case.Management@ExcellusBCBS.com](mailto:Case.Management@ExcellusBCBS.com)

*When we know there is a problem,  
we can try to help.*



**Everybody  
Benefits**



### Community Support

Expert, caring help with

- Housing, food and transportation
- Mental health support
- Substance use disorder services

Available 24/7  
Help is free and confidential

**CALL: 211 | VISIT: 211.org**

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Our Health Plan complies with federal civil rights laws. We do not discriminate on the basis of race, color, origin, age, disability, or sex. Atención: Si habla español, contamos con ayuda gratuita de idiomas disponible para usted. Consulte el documento adjunto para ver las formas en que puede comunicarse con nosotros. 注意：如果您说中文，我们可为您提供免费的语言协助。 请参见随附的文件以获取我们的联系方式。