

**When you need us –  
you have our whole team behind you**



The Excellus BlueCross BlueShield Member Care Management team is here for you when you need us. For little questions, links to additional resources, or big health challenges our care managers can help support members of all ages – from conception to adulthood. **All at no added cost.**



## Four Ways We Care

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### **CARE COORDINATION** – Connecting you to the support you need

Your care manager works with a team of health care experts in a wide variety of specialties. Together they can help you meet your health goals. Care managers can also help you access health care services and other support by connecting you to community organizations.

### **CHRONIC CONDITION MANAGEMENT** – Ongoing knowledge and specialized care

We find the hurdles stopping you from reaching your health goals and can help you overcome them. We can also provide support like education on tests and screenings so you can feel good about managing your illness.

### **COMPLEX CONDITION MANAGEMENT** – Personal support to get you through

You can tell us about your health needs by taking an assessment. We can provide outreach and support to keep you on track with your health goals.

### **BEHAVIORAL HEALTH MANAGEMENT** – Proven approaches with real results

Substance use disorder and mental illness are treatable diseases. We can provide you with education, support, and community resources.



“ When you consider health insurance, you might think ‘emergency coverage, medical bills, payments, and paperwork.’ **As an Excellus BCBS member, you get so much more. We care about you, the person. That’s why we are here with quick answers, important connections, proven methods, and ongoing care planning when you need it.**

— Joanne Richards, Member Care Management Team





## FAQs About Member Care Management

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### 1. What health conditions qualify for Member Care Management?

It could be as simple as assistance finding resources for a family member. Or as complex as an ongoing care plan for a chronic illness. Whatever the situation, we provide this service as part of your membership at no extra cost.

### 2. Who can use Member Care Management?

If you are an Excellus BCBS member, chances are you can benefit from Member Care Management. We provide support to all members, including children. We also have a dedicated team that focuses on children's health.

### 3. How does it work?

We engage with you to provide support across all aspects of your health. We may reach out to offer help with things like care coordination for a chronic condition. Or you can contact us with questions about doctors, care, coverage, and more. Either way, we will pull together the right team to help you move forward.

### 4. How much does it cost?

It is free to members. Our Member Care Management services are included at no extra cost. By helping you schedule and remember appointments, source prescriptions, and stay on top of your health, we may even save you money.

### 5. Will I be working with one person or team? Or will I have to explain my situation to a new person every time I talk to Member Care Management?

The first time you call, we will put you in touch with the right person to handle your needs on an ongoing basis. After that, you will usually speak to your care manager who will help coordinate with any other specialty clinicians. No bouncing around trying to find the right person to help.

# No matter what you need, we have people here to help.

## REGISTERED NURSES



Our registered nurses provide care planning, education and emotional support to achieve your health goals.

## BEHAVIORAL HEALTH CARE MANAGERS



When you are dealing with addiction or mental illness, it can feel like nobody is in your corner. But that is not true. Get support and direction from our behavioral health care managers.

## REGISTERED DIETITIANS



Want to start eating better? Our registered dietitians are food and nutrition experts. They can tell you what to eat to support your health.

## SOCIAL WORKERS



Family problems can be challenging to handle on your own. Our social workers are here to give you the skills, tools, and support to get these issues resolved.

## YOU DON'T HAVE TO FACE LIFE'S CHALLENGES ALONE

Our goal is to help every member feel confident about their health care. That goes way beyond covering medical bills. Whenever you have questions or need help with your health, get in touch. We are here for you. And we care. **Give us a call to get started.**



### Member Care Management

1-877-222-1240 (TTY 711) Hours: 8 a.m. - 5 p.m.  
Case.Management@Excellus.com

Opt-out of Member Care Management at any time by calling 1-877-222-1240



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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。

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