



**BlueCross BlueShield**  
of Illinois



## Health Care Help for You

Blue Cross and Blue Shield of Illinois is here to support you. We have Personal Health Clinicians\* trained to help with your health and benefit questions, concerns and more – at no extra charge. Each clinician is backed by a team of health specialists, including behavioral health clinicians, social workers and a pharmacist.

### A Personal Health Clinician can help you:

- Keep up with doctor's appointments and other care-related activities
- Review your doctor's instructions
- Coordinate your care needs after an illness, procedure or surgery
- Know what to expect if you spend time in the hospital

### Get the BCBSIL App

Are you always on the go?  
If so, you should get the app.  
Text\* **BCBSILAPP** to **33633**  
to get it.

\*Message and data rates may apply. Terms, conditions and privacy policy at [bcbsil.com/mobile/text-messaging](http://bcbsil.com/mobile/text-messaging).



**Call the Customer Service number on the back of your member ID card  
and ask for a Personal Health Clinician.**

\*Talking with a Personal Health Clinician is not a substitute for medical advice. Care and treatment decisions are between you and your health care provider.  
If you are having a medical emergency, call 911.

Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation,  
a Mutual Legal Reserve Company, an independent Licensee of the Blue Cross and Blue Shield Association



## Know Your Benefits

We all have health concerns. BCBSIL programs may help.

### 24/7 Nurseline<sup>1</sup>

- Answers general health questions
- Helps you decide where to get care

### Behavioral Health

- Covers treatment for anxiety, stress and depression
- Helps with substance use and eating disorders, autism and other conditions

### Fitness Program

- A choice of gym networks to fit your budget and preference
- Different membership options<sup>2</sup> to best meet needs and preferences
- Provides discounts at 40,000 wellbeing providers nationwide

### Women's and Family Health

- Ovia<sup>®</sup>, Ovia<sup>®</sup> Pregnancy, or Ovia<sup>™</sup> Parenting Apps
- Helps with high-risk pregnancies
- Support from maternity specialists

Ovia Health is an independent company that has contracted with Blue Cross and Blue Shield of Illinois to provide maternity and family benefits solutions for members with coverage through BCBSIL. BCBSIL makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

NOTE: These programs are not a substitute for the medical advice of your doctor. If you have any questions or concerns regarding your health, you should discuss them with your doctor.

1. For medical emergencies, call 911.
2. Taxes may apply. Individuals must be 18 years old to purchase a membership. Dependents, 16-17 years old, can join but must be accompanied to the location by a parent/guardian who is also a Fitness Program member. Additional limitations apply. See Program Agreement for details. The Fitness Program is provided by Tivity Health<sup>®</sup>, an independent contractor that administers the Prime Network of fitness centers. The Prime Network is made up of independently owned and operated fitness centers.
3. Benefits Value Advisors offer cost estimates for procedures and services from various providers and facilities. Lower pricing and cost savings are dependent on the provider or facility you choose. Benefits Value Advisors do not give medical advice. Talk to your doctor or health care professional about any health questions or concerns.
4. Excludes major U.S. holidays.

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## Benefits Value Advisors<sup>3</sup>

Available 24 hours a day, seven days a week<sup>4</sup>, BVAs partner with dedicated Personal Health Clinicians to help you get the most from your benefits. BVAs can help you get costs for providers and procedures, assist with referrals and prior authorizations, schedule appointments and more.

For more information on any of these programs, to speak to a Benefits Value Advisor or to talk with a Personal Health Clinician just call the Customer Service number on the back of your member ID card.