



Get personalized help managing complex health challenges

Sometimes you need a little extra support when you're managing a more complex health situation. Achieve Better Health provides an added level of support and services to help you navigate more complicated events along your health journey.

Support when you need it most

When you have a serious health concern, you may find yourself in unfamiliar territory, trying to coordinate visits to doctors, juggling new medications, and keeping information straight. That's when your personal Independence Blue Cross Registered Nurse Health Coach can really help.

What is case management?

Case management is a personal, confidential service that provides support when you are experiencing complex health issues. You can call a Registered Nurse Health Coach, or at times a health coach will call you and he or she will:

- Help you cope with a serious illness or accident, like cancer or a stroke
- Help you prepare for a planned hospital admission

This plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Spanish: ATENCIÓN: Si habla español, cuenta con servicios de asistencia en idiomas disponibles de forma gratuita para usted. Llame al 1-800-275-2583 (TTY: 711). Chinese: 注意: 如果您讲中文, 您可以得到免费的语言协助服务。致电1-800-275-2583。

Independence Blue Cross offers products through its subsidiaries Independence Hospital Indemnity Plan, Keystone Health Plan East and QCC Insurance Company, and with Highmark Blue Shield — independent licensees of the Blue Cross and Blue Shield Association.

Call **1-800-ASK-BLUE**
(1-800-275-2583; TTY/TDD: 711)
to speak with a Health Coach 24/7.*

When prompted for a call reason, say
"Health Coach."

- Review your doctor's discharge instructions with you
- Coordinate services needed related to a hospitalization, procedure or illness
- Help you understand your medications, and why and how to take them
- Work with you and your doctor to address health concerns

Stay on top of personal health information, screening reminders, health tips, and more!**

Text **IBX** to **73529** or visit **ibx.com/getconnected** to sign up for text alerts today.

*This is a free and confidential service.

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