

# More for your health

## Additional features of County of Orange PPO health plans administered by Blue Shield of California

### NurseHelp 24/7<sup>SM</sup>

#### Anytime nurse support

You can talk with registered nurses any time day or night to get answers to your health-related questions. Experienced nurses can help you learn about a condition, evaluate treatment options, develop a healthier lifestyle, and determine whether to see a doctor – all by phone and all at no additional charge.

Call **1-877-304-0504** any time, 24 hours a day, seven days a week.

### Health management programs

#### Assistance in managing pregnancy and chronic conditions

Here's a suite of health management programs to help members get practical resources and support at no additional charge. Participation does not affect coverage in any way, and all information is kept confidential. You can play an active role in managing your health with prevention and self-management programs.

#### **Prenatal Program**

We want you and your baby to be healthy, so you're invited to join our Prenatal Education Program at no additional cost. This program is meant to supplement the care you receive from your doctor, by providing you with information to help you have a healthy pregnancy. You'll learn what to expect while you're pregnant, ways to be healthier after the baby is born, and much more.

Enrolling in the program is simple – go to [www.blueshieldca.com/oc](http://www.blueshieldca.com/oc), click on *Health Management Programs*, then select *Prenatal Program*. You will be directed to the online enrollment form on the Blue Shield Web site. If you don't have access to the Internet, simply call Blue Shield at **1-877-289-4415**, select option 5, and leave your name, phone number, and address. We'll mail your packet right away.

#### **Chronic disease management**

From managing asthma to monitoring diabetes, these programs provide our members with chronic conditions with educational resources and strategies so they can improve and manage their condition and feel better.

- Asthma Program
- Coronary Artery Disease (CAD) Program
- Chronic Obstructive Pulmonary Disease (COPD) Program
- Diabetes Program
- Heart Failure Program

## High-Risk Case Management

This program offers high-risk members information and support through a local care manager who is a registered nurse. The care manager acts as an advocate for the member and family by helping identify treatment options available, coordinating your care with the member's healthcare providers, and researching additional resources, such as support groups and financial assistance.

### For more information

For more information, go to [www.blueshieldca.com/oc](http://www.blueshieldca.com/oc) and click on *Health Management Programs*.

## Health Advocate program

### Support for your overall health and well-being

Blue Shield's dedicated Health Advocate team of registered nurses provides participants with:

- Answers about treatment options, hospitalization, or dealing with a chronic illness diagnosis
- Questions you should ask your doctor during your next appointment
- Identification of potential health needs such as participation in Blue Shield's health-management programs

Employed by Blue Shield and integrated with all aspects of the health plan, your Health Advocate will reach out to offer assistance to help you effectively manage your care and learn about your health condition. Participation is always optional, and Health Advocates hold all information in strict confidence.

### What do Health Advocates offer me that my doctor can't?

We know that the patient-doctor relationship is based on trust and understanding. Your Health Advocate will provide information and assistance to build upon that relationship. Many diseases and conditions can be overwhelming; the Health Advocate's objective is to address your concerns with compassion and clarity in even the most complex conditions. This includes:

- Educational assistance and support before and after hospitalizations
- Discussing your disease/condition and providing guidance on how to talk with your family and friends about it
- Providing questions you should ask your doctor during your next appointment, as well as answering any questions you may have
- Suggesting additional resources for information

For more information, please contact us at [healthadvocate@blueshieldca.com](mailto:healthadvocate@blueshieldca.com).