

Interested?

To learn more about
Chronic Condition Management
or other BlueHealthConnection
programs call the Engagement
Center at 1-800-775-BLUE (2583),
8 a.m. to 8 p.m. Monday through
Saturday Eastern time. TTY users,
call 1-800-696-8350.

health management



We follow every law
and regulation to protect
the confidentiality of your
health information. No
information is shared
without your consent,
unless permitted by
privacy laws.

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BlueHealthConnection®

chronic condition
management

Helping improve your quality of life.





Chronic Condition Management is offered through **BlueHealthConnection**® — our wellness and care management program that offers support and resources to help you get healthy, stay healthy or manage an illness.

We help you learn how to care for yourself

Chronic Condition Management gives you the information, resources and assistance you need when you're living with:

- Asthma
- Diabetes
- Chronic obstructive pulmonary disease
- Heart failure
- Coronary artery disease

Chronic Condition Management provides valuable one-on-one help

Most program candidates are identified by health care claims. Others are referred by their doctors, family members or self-referrals.

If you're identified for the program, you'll receive an introduction letter by mail. The letter will be followed by a telephone call from a registered nurse case manager.

Your personal nurse case manager will discuss the program with you and ask you about your readiness to participate. If this is the right solution for you, the case manager may discuss:

- Understanding and self-managing your condition
- Learning how to recognize and respond to clinical warning signs
- Making lifestyle changes
- Providing condition-related educational materials
- Understanding critical diagnostic tests and their results
- Collaborating with your physician

Your personal nurse case manager will also schedule regular phone calls with you to discuss goals related to your condition and how you plan to meet these goals. Depending on your condition, discussions may include:

- The proper use of medications
- Tips on managing stress
- Ways to stop using tobacco
- Using home monitoring equipment
- Additional member resources

Your personal nurse case manager will continue to work with you until you complete the program, meet your goals, voluntarily withdraw from the program or become ineligible.

