

Condition Management



Programs for Your Health



BlueCross BlueShield of Texas

Experience. Wellness. Everywhere.®

Condition Management Programs

Living every day with a chronic health condition can be difficult. Blue Cross and Blue Shield of Texas (BCBSTX), a division of Health Care Service Corporation, can help you manage your medical condition, change unhealthy behaviors and stay as healthy as possible with our comprehensive [Condition Management](#) programs.

As part of the Blue Care Connection® program and offered at no additional cost, these voluntary programs are designed for people diagnosed with chronic conditions such as asthma, diabetes, heart problems and others. When you enroll, you will have access to the best knowledge, tools and self-care techniques to help you make a difference in your health.

Benefits of Participation

The Condition Management programs work together with you, your health plan and your doctor to help identify the best ways to manage your chronic health condition and stay healthy.

Reaching Out to Members at Risk

Blue Care® Advisors, registered nurses or other health care professionals, may contact you if you have certain health challenges or chronic conditions. Through regularly scheduled health counseling and coaching telephone calls, the advisor can help you identify unhealthy behaviors, set wellness goals, adopt healthier habits and learn to manage medical conditions more effectively.

Following nationally recognized practice guidelines, the Condition Management programs* specifically target:

- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Congestive heart failure (CHF)
- Coronary artery disease (CAD)
- Diabetes

*The health care needs of members are evaluated on an ongoing basis to identify opportunities for additional condition management programs.

Additional Resources

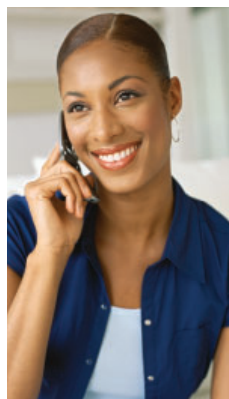
Take advantage of these additional support resources available to BCBSTX members**:

- [Personal Health Manager](#) – an online suite of wellness resources to help you manage your health and adopt healthier behaviors
- [24/7 Nurseline](#) – registered nurses answer health care questions and offer information through a toll-free telephone number
- [Special Beginnings®](#) – maternity program offering expectant mothers education and support from prenatal through postpartum care, including assistance in managing high-risk pregnancies

**These additional resources may not be available to all members because some employers have chosen another medical management program. To verify if you have access to these additional resources, check with your group benefits administrator or call Customer Service at the number listed on the back of your member ID card.

Enrolling in a program can help you:

- Have fewer, milder symptoms
- Communicate better with your doctor and your health plan
- Enhance your self-management skills for improving your health and quality of life
- Miss fewer days at work



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Enroll Today – and Take Control

To enroll in a Condition Management program, or to find out how one of the programs can help you, please call the Customer Service number on the back of your member ID card.

Does living with a chronic health condition tend to dominate your daily life? Take control and put the quality back in your life with BCBSTX's Condition Management programs.

You may be targeted for program participation if you have a chronic health condition or are at risk for medical complications that could be addressed through intervention and counseling.

Claims, lab and pharmacy data; preauthorization; health risk assessments; or a doctor referral are some of the factors that help determine if a Condition Management program is right for you. You may also request to be included in these programs.

Your doctor plays an important role in treating your condition. Be sure to discuss any issues or concerns you may have with your doctor.

Blue Access[®] for Members

For personalized information about your health and plan coverage, log in to Blue Access for Members where you'll find:

- Status of claims and coverage confirmation
- Physician, hospital and pharmacy network directories
- Tools to find estimated costs for common health care services
- Health and wellness online tools and resources with the Personal Health Manager
- Additional services and discounts available to you and your eligible family members



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