How can Blue Care Connection® help me?

Q) What is Blue Care Connection (BCC)?
A) BCC is a Blue Cross and Blue Shield of Texas (BCBSTX) program that connects you to a dedicated care team of clinicians and other specialized professionals to help you and your covered family members deal with any health issues, manage chronic and serious conditions and help you to improve your health.

Leading this care team is your Personal Health Clinician (PHC) who is dedicated to helping you address health concerns and meet health goals. Your PHC will work with you and your doctors to assist you with navigating the health care system, so you can get the care you need and make the best health decisions for you and your family.

You and your primary care physician and other medical professionals are responsible for your medical care. But your PHC is available to help whether you have questions about an upcoming hospital stay, a new diagnosis or managing a condition.

Q) How can my PHC help me?
A) Health problems can have a huge impact on your quality of life – at work and at home. If you are facing a health issue, your PHC can help by:

- Answering questions about your diagnosis, health conditions or treatment plan to help you make informed decisions about your care
- Helping you find an in-network provider (a doctor or specialist) that meets your needs
- Empowering you to improve your health status and partnering with you to develop personal action plan to help reach your health goals
- Providing support following an emergency room visit to make sure necessary follow-up care is received and to help avoid future emergency room visits
- Counseling you about an upcoming hospital stay or surgery, including planning for any follow-up care needs and ensuring that you have the information and support needed for a successful recovery
- Ensuring you that you get the right level of care and support when you need it
- Providing specialized support for:
  - Women with complex maternity needs,
  - People who are being treated for cancer
  - People with behavioral health (mental health and substance abuse) issues

The bottom line is we know everyone needs some support. We are here to provide that support and the tools and resources you need to play an active role in your care.

Blue Care Connection® is a registered trademark of the Blue Cross and Blue Shield Association.
Q) Can you tell me more about the dedicated care team and the Personal Health Clinician (PHC) who will be helping me?

A) Your BCC dedicated care team is made up of a PHC and several other experienced health professionals who have been specially trained to serve as your health advocates. As the lead member of your care team, your PHC will get to know you and your specific health issues. He/she will be able to:

- Answer questions about your health benefits
- Help you access the best doctors for your needs
- Inform you about other programs that may benefit you
- Provide any assistance you need with health concerns

In addition to your PHC, your BCC team also includes social workers and pharmacists who can also assist you and help make the best use of your health care resources.

Q) What is in it for my employer?

A) Your employer recognizes that their most important asset is you, which is why they are making this investment in your health and making BCC available to you – at no additional cost. The evidence is overwhelming – healthier employees are more productive and perform better. Your employer is dedicated to helping you improve your health and receive the care you need from in-network providers.

Q) If I talk to my doctor regularly, why should I enroll in Blue Care Connection or talk to a PHC?

A) You and your primary care physician and other medical professionals will remain responsible for your medical care. Your PHC will help you navigate the health care system and access other health care and BCBSTX resources when needed. In addition, your PHC can help you answer questions about a diagnosis; establish an action plan to help you reach your health goals and much more. Your PHC is dedicated to helping you make the best health decisions for yourself and your family.

Q) How do I get help from my PHC?

A) Your PHC will contact you if he/she thinks that you might need help. But you don’t have to wait for your PHC to contact you, call the Customer Service number on the back of your BCBSTX ID card and ask for your Personal Health Clinician whenever you need additional information or support from a health professional.