



**HERE'S ONE
CALL YOU
DON'T WANT
TO MISS**

Our
focus is
YOU.

If you get a call from Blue Cross and Blue Shield of Illinois, we're calling to help you take good care of your health.

Your health plan includes support for you and your covered family members from nurses and other medical professionals called Health Advocates*. This extra help is at no added cost to you.

Health Advocates are here to help you figure things out, like:

- Where to go for care
- How to better handle heart disease, diabetes, cancer or other health issues
- How to get help for depression, stress, addiction and more
- How to save money on tests
- Fitness and wellness benefits to stay healthy

Calls from Health Advocates are not sales calls. We may ask you for information, like your name, date of birth or home address, to make sure that we are talking to the right person. If we miss you, we will leave a message with a number for you to call us back at your convenience.

We're here for you!

Just call the Health Advocate number on the back of your ID card.



**Connect with Us –
Your Way**

You can set the time you want your Health Advocate to call or send them messages in **Blue Access for MembersSM.**

They can also email or text you helpful information. Any information you share with BCBSIL is confidential, as required by law.

*For medical emergencies, call 911. For mental health emergencies, call the Suicide & Crisis Lifeline at 988. Health Advocates do not replace the care of a doctor. You should talk to your doctor about any medical questions or concerns.