

Health programs for you

Designed to help you live a healthier life

If you're looking for ways to live a healthier lifestyle, Blue Cross and Blue Shield of North Carolina can help. We have a number of health programs with online tools and resources that can give you the health information you need — when you need it. We also have programs that can show you how to get healthier and stay healthy. And, if you need one-on-one support, you have access to a 24-hour nurse line that can answer your medical questions. Take a look at what's available to you — at no extra cost!

The Dialog Center^{®1} has online support to help you manage your health¹

The Dialog Center provides information that can help you make the best decisions about your health care.

- + **Healthwise^{®1} Knowledgebase online encyclopedia**
Search for information about health conditions, diseases, treatment options and more. Information is offered in English and Spanish.
- + **Health Crossroads^{®1} Web modules**
Find out about treatment options and learn tips about preventing certain medical conditions.

To visit the Dialog Center, log in to bcbsnc.com and type "dialog" into the search box. When you enter the Dialog Center, click on the Health Information tab.

Online Healthy Living^{SM1} programs help you improve your health and lifestyle¹

Online Healthy Living programs are interactive, online programs that are tailored to your needs and goals. Each program focuses on helping you take small steps that can make a big difference in your overall health and well-being.

- + **Getting Active**
Learn small ways you can increase your daily activity level.
- + **Healthy Eating**
Learn five simple ways to make healthy eating a daily habit you'll enjoy.
- + **Healthy Thinking**
Replace negative thoughts with more positive, accurate thoughts. This program is unique for each individual.
- + **Healthy Weight**
Set personal, short-term goals that can change the way you think about food and the food choices you make.
- + **Quitting Smoking**
Make your next quit your last. Identify triggers, manage the urge to smoke and focus on your reasons to quit for good.
- + **Sleeping Well**
Learn what's keeping you from sleeping well and create short-term goals to help you sleep through the night.
- + **Dealing with Low Back Pain**
Learn your options for treating low back pain and get help deciding which choice is best for you.

Log in to bcbsnc.com and type "living" into the search box.



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Health Line BlueSM nurses answer your medical questions, 24/7¹

Our specially trained Health Line Blue nurses can answer your medical questions, offer support and help you partner with your doctor to make informed care decisions. They can also assist you in navigating the health care system. And, through the Shared Decision-Making^{®1} programs,¹ nurses can send you free educational DVDs or VHS tapes and brochures about treatment options and many health topics, when appropriate.

You can access Health Line Blue toll free at **1-877-477-2424**.

Member Health Partnerships^{SM1} offers support for your unique health condition¹

Member Health Partnerships, our confidential health management program for adults and children, offers you support and resource materials to help you better manage your health. Get help for the following conditions:

- + Asthma*
- + Diabetes*
- + High blood pressure and high cholesterol
- + Heart disease
- + Heart failure
- + Migraines
- + Fibromyalgia
- + Weight management*
- + Stress management
- + Tobacco cessation
- + Pregnancy
- + Specialty care, such as rheumatoid arthritis and multiple sclerosis²

To enroll, log in to bcbsnc.com and type “**partnerships**” into the search box. If you do not have online access, call **1-800-218-5295** and press 1. Please have your BCBSNC ID card available when you call.

With Member Health Partnerships, you're also covered for **six nutrition counseling visits** per year with a registered dietitian who can help you discover ways to eat healthier.³ Best of all, if you see an in-network dietitian in an office setting, there's no copayment.³ To find a nutritionist (registered dietitian) near you, go to bcbsnc.com and click on “**Find a doctor.**”

*Also available for children.

Blue PointsSM rewards you for a healthy lifestyle¹

With Blue Points, you can earn points for eating right, exercising and other healthy activities. Then, cash in your points for gift cards, brand-name merchandise and more!

Log in to bcbsnc.com and type “**points**” into the search box.

Case Management gives you one-on-one help for your health issue¹

People with certain complex medical or disease-related conditions, or other personal health care concerns, may be eligible to receive individualized support through our Case Management Program. Our Case Managers are registered nurses who can also provide you with the tools and information you need to independently manage your chronic condition or health issue. Case Managers can:

- + Provide you with information about your condition, ways to manage that condition and treatment choices
- + Work with your doctors and others on your health care team to ensure the best outcomes for you
- + Help you navigate the sometimes complex health care system
- + Help you understand and manage your benefits
- + Provide you with resources that might be helpful in managing your care

How often you talk to a Case Manager is up to you — whether it's one conversation or weekly calls. They can also talk with your spouse, relative or other caregiver with your permission.

Call **1-800-218-5295**, press #, then extension #55547, Monday–Thursday, 8 a.m.–7 p.m. and Friday, 8 a.m.–5 p.m.

¹ Blue Cross and Blue Shield of North Carolina (BCBSNC) provides Member Health Partnerships (MHP), Blue Points and Case Management programs for your convenience and is not liable in any way for the goods or services received. Benefits available through MHP are subject to a member's current health plan benefits and some MHP benefits may be different for members of BCBSNC's high-deductible health plans. Blue Points is only available to group members with specific group contracts and benefit plans. BCBSNC has contracted with Health Dialog^{®1} Services Corporation, a third-party vendor independent from BCBSNC, to bring you the Dialog Center, Online Healthy Living programs and Health Line Blue. Decisions regarding your care should be made with the advice of your doctor. BCBSNC reserves the right to discontinue or change any of these programs at any time. Some groups may not participate in these programs; contact your benefits administrator or BCBSNC Customer Service to determine your eligibility.

² Specialty care services are provided through Accordant Health Services, Inc. BCBSNC and Accordant Health Services, Inc. are not affiliated companies. The MHP program offers specialty care for members with ALS, CIDP, cystic fibrosis, dermatomyositis, Gaucher disease, hemophilia (A&B), multiple sclerosis, yasthenia gravis, Parkinson's disease, polymyositis, rheumatoid arthritis, scleroderma, sickle cell disease or systemic lupus erythematosus.

³ Deductible and coinsurance may be charged for outpatient or hospital-based nutrition counseling visits. In-network dietitians are credentialed by participating plans in the state they practice. Nutrition visits for Blue Options HSASM and Blue Options HRASM will be subject to the member's applicable deductible and coinsurance.

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