



# More than just health insurance

Thank you for choosing Capital Blue Cross.

We're committed to going the extra mile to help you live your healthiest life. As part of this commitment, we offer many programs and services beyond just health insurance. Call us to learn more about these programs, ask questions about your coverage, or for help to coordinate your care.

## Care management (888.545.4512)

Experienced registered nurses and licensed social workers provide support, education, and coordination of services for complex medical needs, including:

**Maternity care management** — We support expecting and new mothers with resources and advice for a healthy pregnancy. Care managers are also available for moms and babies with special needs.

**Condition management** — We work with members, their families, caregivers, and providers to coordinate care throughout treatment for, and recovery from, complex medical conditions.

**Cancer care management** — We help members diagnosed with cancer to understand their benefits, coordinate and manage services and treatment, and support their well-being.

**Transplant care management** — A case manager works closely with the member and the transplant facility to plan pre- and post-procedure care.

We also offer free educational resources and phone support to members with chronic conditions such as:

- Asthma.
- Depression.
- Diabetes.
- Heart disease.
- Lung disease.

## Behavioral health support

**Behavioral health services** — We help members experiencing depression, anxiety, mood swings, or other emotional issues affecting their quality of life to connect with a behavioral health specialist.

**Substance use** — We help refer members experiencing drug or alcohol problems to a certified addiction counselor.

## Care guides at Capital Blue Cross Connect health and wellness centers

Meet with a health professional at no cost for:

- Health screenings and risk assessments.
- Help finding a doctor.
- Nutrition and fitness guidance.
- Personal wellness plan development.
- Planning for medical procedures and surgery.

Find a Capital Blue Cross Connect health and wellness center near you at [CapitalBlueCrossConnect.com](https://www.CapitalBlueCrossConnect.com).

## Social services

Our experienced clinical staff provide assistance, education, and resources to help members:

- Deal with loss of health insurance coverage.
- Deal with loss of income or housing.
- Find transportation to health care appointments.
- Pay for some prescription drugs.

## Continuing care

Call us at **888.545.4512** to ensure a current care plan continues if you, or a covered dependent, are scheduled for surgery, follow-up treatment, diagnostic study, or are currently receiving services such as:

- Chemotherapy.
- Drug infusions.
- Durable medical equipment.
- Oxygen.
- Radiation treatments.
- Therapy services.

## How do I get started?

To learn more about any of these programs and services, please call us at **888.545.4512** or visit [CapBlueCross.com/HealthPrograms](https://www.CapBlueCross.com/HealthPrograms).

**All programs are voluntary and confidential,  
and are available at no extra cost to you!**

[CapitalBlueCross.com](https://www.CapitalBlueCross.com)



Members can take advantage of these programs at no cost. Participation is completely voluntary and is based on your current enrollment and benefits. Your benefits will not be affected if you decide not to participate or if you withdraw from a program after you have enrolled.

The programs discussed in this document are not a substitute for services performed by your health care providers who are the only ones that can diagnose and treat your individual medical conditions. Capital Blue Cross believes these programs provide useful information but does not assume any liability associated with their use.

Capital Blue Cross Connect is brought to you by Capital Blue Cross, an Independent Licensee of the Blue Cross Blue Shield Association, serving 21 counties in Central Pennsylvania and the Lehigh Valley.

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