BlueCross BlueShield of Illinois

# Specialized Support for Cancer Care & Women's/Family Health



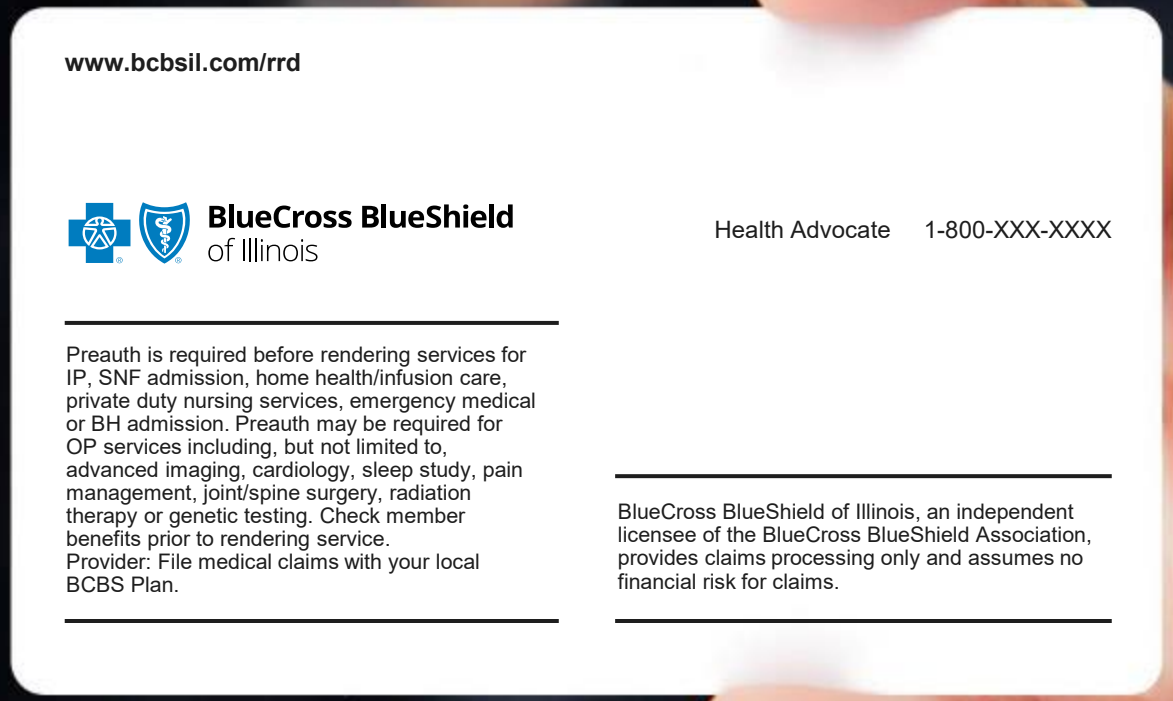
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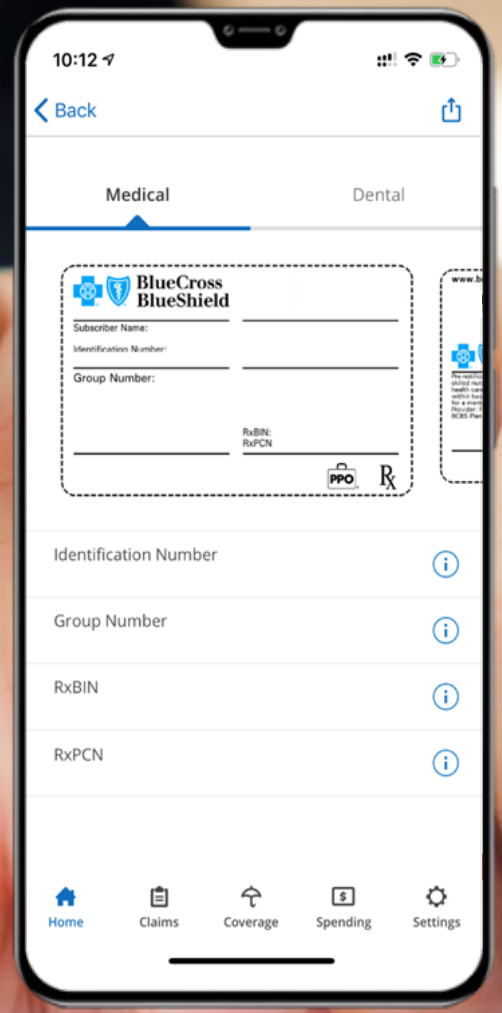
# THE ONLY **ONE YOU NEED**

**800-537-9765**

**ONE**
NUMBER

**ONE**
POINT OF CONTACT






# Your Personal Health Advocate:
## One call that does it all

Whether you are concerned about:

- Understanding your benefits
- Scheduling appointments
- A chronic illness or a new diagnosis
- An upcoming surgery
- Getting prior authorization for a test
- Saving money on health care

Your Health Advocate has answers.

**We're here for you 24/7, just call 800-537-9765**

*In case of a medical emergency, call 911.

BlueCross BlueShield of Illinois



# Cancer Services and Support

## Providing Support Throughout the Cancer Journey

*These additional services are available for members in the HSA Advantage, HSA Value and Copay Advantage plans only.

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# Talk to a Nurse Health Advocate

**Nurse Health Advocates can answer questions about your health concerns and help you and your family get support for many issues including:**

- Cancer
- Caregiver Support
- Emotional and Mental Health
- Nutrition
- End-of-Life Planning

**Schedule a call with a Nurse Health Advocate**
Just log in at bcbsil.com/rrd, then choose Contact Us, click on Nurse Health Advocate and schedule your call.



# HOW WE MANAGE A HOLISTIC APPROACH TO ONCOLOGY CARE TODAY




*Enhancements in 2024/2025

# CANCER SERVICES AND SUPPORT: CANCER CARE NAVIGATION



**Specialized oncology experts help members navigate the complexities of cancer care.**

- Anticipate needs
- Understand treatment plans
- Facilitate informed decision-making
- Educate to increase treatment adherence
- Focus on management of symptoms, minimizing complications, decreasing avoidable ER visits and hospitalizations
- Manage medication cost

**SUPPORT TOWARD THE BEST OUTCOME AND QUALITY OF LIFE**

# BEHAVIORAL HEALTH



## Extensive BH Network

- Wide-ranging BH network enables members to receive care in the way they prefer, with a provider that matches their needs, when they need it most
- Appointments are available in as little as 24-28 hours

## Comprehensive Wraparound Support

- Holistic assistance from self-guided resiliency modules to support during higher levels of care
- Virtual programs equip members with the skills to manage a variety of mental health concerns and are available *at no cost to the member*

## Compassionate Specialty & Case Management Teams

- Care teams assist members transitioning to a different level of care, experiencing a crisis or just seeking to better understand their condition/treatment options
- Teams provide in-depth, high-touch support

# CAREGIVER NAVIGATION SUPPORT



**We support members so they can best care for their loved ones and themselves.**

**Assist members who are a primary/secondary caregiver for an aging parent/in-law, or an adult/child with a disability or other health issue.**

- Personal assessment helps identify needs of both the caregiver and the individual being cared for, whether or not they are a member
- Investigate potential resource solutions and financial support options
- Provide additional help to alleviate some of the stress that occurs in caregiving situations

**SUPPORT THAT HELPS CLOSE CHALLENGING RESOURCE GAPS**

# END-OF-LIFE PLANNING NAVIGATION SUPPORT



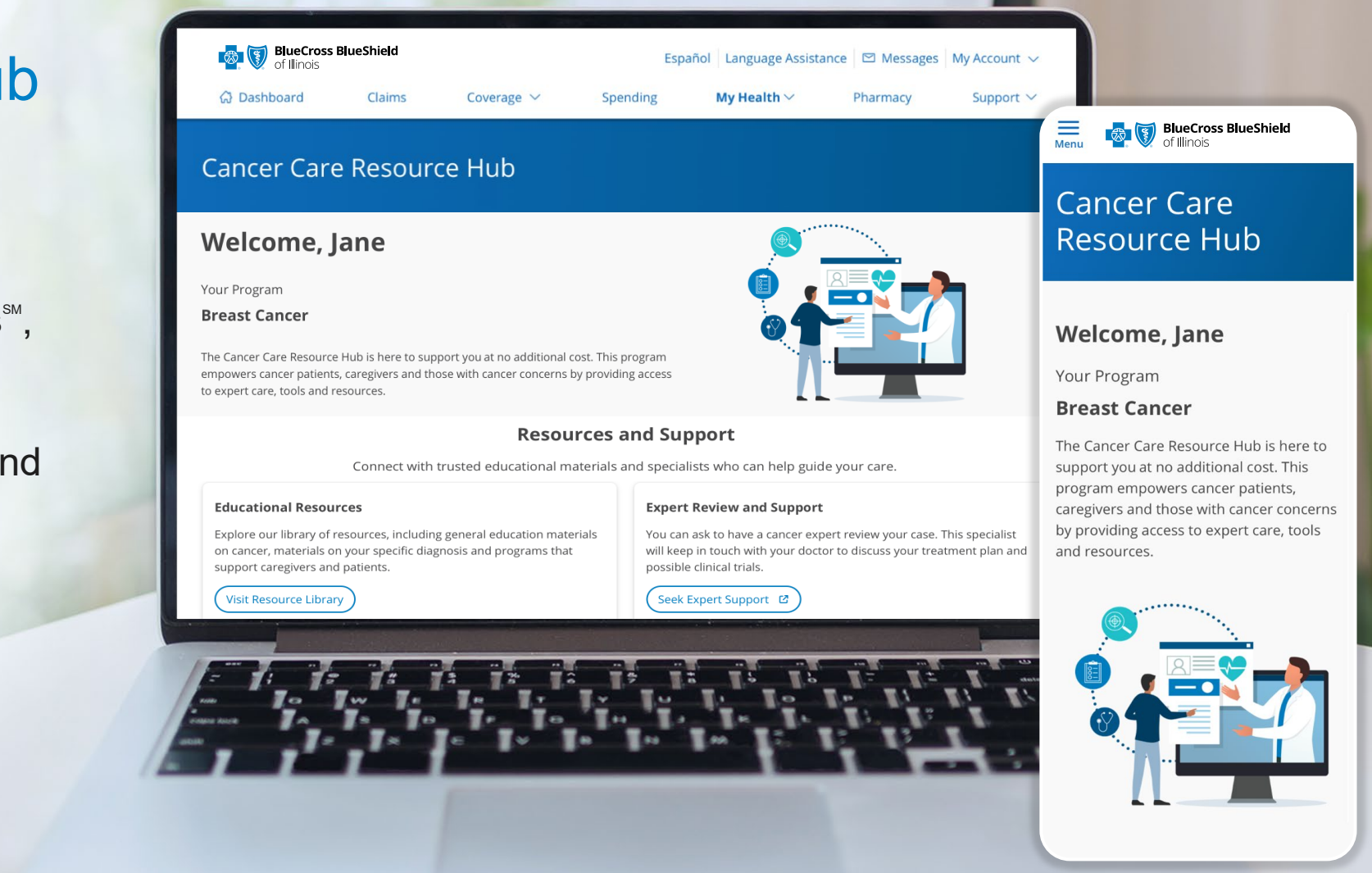
**When members must face the reality of end-of-life planning, we're here to help.**

- Anticipate needs
- Provide education and guidance:
  - Medical
  - Financial
  - Emotional
  - Physical support
- Help facilitate informed decision-making

**SUPPORT TO HELP EASE THE BURDEN**

# ENHANCED SUPPORT
## with Cancer Care Hub

Within Blue Access for Members℠, the Cancer Care support page* offers members and caregivers access to expert opinion, tools and resources at no additional cost.




*Mockup; subject to change

access hope™

# We are with you in your fight against cancer.

Getting a cancer diagnosis is never easy, but we are here to help.

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Whether you or a family member has just been diagnosed, has started treatment, or has been diagnosed before, specialized expertise matters.

# Here's how we can help

Two ways to get expert support, at no cost to you.

## Cancer Support Team

**Experienced oncology nurses, ready to walk with you**

- Get answers to your questions
- Prepare for your appointments
- Support for caregivers too

*This service does not provide a medical opinion or advice

## Expert Advisory Review

**Leading cancer experts weigh in for you and your doctor**

- Experts from top cancer centers
- A report for you and your doctor
- No travel, no switching doctors

Call **(844) 710-1636** and we do the work.

Learn more at members.myaccesshope.org/cancersupport

# How it works

## Expert Advisory Review

A remote second opinion from a cancer expert

**1**
Connect with us online or by phone

**2**
We do the paperwork and find the right cancer expert

**3**
You and your doctor get a report with expert insight

## Cancer Support Team

Speak with an oncology nurse for support

**1**
Connect with us online or by phone

**2**
Talk with an oncology nurse about your questions

**3**
Support is there whenever you need us

Expert partners include

City of Hope · Dana-Farber Cancer Institute · Emory Healthcare · Fred Hutch Cancer Center · Johns Hopkins Medicine · Northwestern Medicine · UT Southwestern Medical Center

Call (844) 710-1636 and we do the work.

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# Women’s and Family Health



# Questions?

