



Personal Touch

If you or an eligible family member has a serious, ongoing condition like diabetes or heart disease, or you experience a major health event or illness, you might receive an invitation to take advantage of BCBS case management services.

With case management, health professionals look beyond the condition and at the whole person, providing telephone-based support and educational resources. A nurse gets to know you, so you do not have to explain your situation every time you call.

- The case management program is voluntary and confidential.
- If you think you might be eligible to participate in the case management program, but have not been invited, call customer service.

- After you are enrolled, you can choose to quit the program any time by calling customer service.

Customer service: 651-256-1800.