

Get the Right Care at the Right Time

We want to be sure you have help at every stage of your health. Our care coordination programs provide the support you need – when you need it the most. And, these services are available at no additional cost to you.



Help after a hospital stay

When returning home from a hospital stay, you can run into some challenges. That's why we work with you and the hospital when you're discharged from an acute care setting. Our goal is to help you so you won't have to be readmitted to the hospital with problems.

A nurse will call you if you have been discharged from an acute rehabilitation facility, a long-term acute care facility, or a skilled nursing facility.

They will help you:

- Follow the doctor's discharge plans
- Understand your medications and take them as directed
- Schedule follow-up visits with your doctor or other providers
- Get post hospital services, if recommended (e.g., home health, physical therapy, etc.)
- Find other in-network providers, if needed

QUESTIONS?
CALL THE NUMBER ON YOUR ID CARD



Get help with a complex or unexpected health issue

It's easy to take our health for granted. Then life throws us an unexpected challenge—like a cancer diagnosis or a serious accident. Fortunately, **our Case Managers are here to help**. Case managers have years of experience helping people in these situations. If needed, a case manager will be assigned to you – at no cost – so you have support when you need it.

Case Managers will help you:

- Understand what your health plan includes
- Get referrals to in-network doctors, if needed
- Know the cost of medications
- Find special equipment like wheelchairs or walkers
- Make the best choices for your care

QUESTIONS?
CALL 1-877-694-2583
OR VISIT azblue.com/HealthyBlue



Get in charge of managing your health

It's not always easy to be in charge of your health. That's why your health plan offers extra support for chronic health conditions, like:

- Asthma
- Chronic Obstructive Pulmonary Disorder (COPD)
- Diabetes
- Congestive heart failure
- Coronary Artery Disease (CAD)

You want to know your options so you can be in charge of your health. We can help.

Our health condition management programs were designed so that you can:

- Work with a registered nurse to learn all about your condition
- Learn how your medications work and how to take them correctly
- Get tips on how to prevent further health problems related to your condition
- Set health goals and stay on track to meet those goals



QUESTIONS?
CALL 1-877-422-2729
OR VISIT azblue.com/HealthyBlue



Get help improving your diet

Nutrition counseling may also be included in your benefits if you have a chronic condition.¹ This may allow you to meet one-on-one with a nutrition counselor to learn about how food choices can affect your health. **You may need a referral from your doctor to verify your diagnosed condition prior to seeing a registered dietitian.**

Find a Dietitian

- Log on to your member portal at azblue.com/member
- Click on [FIND A DOCTOR](#)
- Search for [REGISTERED DIETITIAN](#)
- Select a provider in your plan's network and call for an appointment

QUESTIONS?
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¹Limitations and exclusions may apply. Some health plans cover spouse and dependents for nutritional counseling for these diagnoses, check with your plan administrator for more information.

You should always consult with your healthcare providers regarding medical care or treatment, as recommendations, services or resources are not a substitute for the advice or recommendation of your doctor or healthcare provider.