



# Here's One Call You Don't Want to Miss



If you get a call from Blue Cross and Blue Shield of Illinois (BCBSIL), we're calling to help you take good care of your health. Please answer or call us back.

Your health plan includes support for you and your covered family members from nurses and other medical professionals called health advisors.\* This extra help is at no added cost to you.

### BCBSIL may call to help you:

- Get the care you need for serious illnesses or injuries
- Have a healthy pregnancy and baby
- If you have been in the hospital or have had a major surgery

Calls from health advisors are not sales calls. We may ask you for information, like your name, date of birth or home address, to make sure that we are talking to the right person.

If we miss you, we will leave a message with a number for you to call us back at your convenience. We're here for you!

### Connect with Us – Your Way

You can set the time you want your health advisor to call or send them messages in your Blue Access for Members<sup>SM</sup> account.

They can also email or text you helpful information. Any information you share with BCBSIL is confidential, as required by law.

\*Health advisors do not replace the care of a doctor. You should talk to your doctor about any medical questions or concerns.