

# MAKE THE CALL

YOUR HEALTH COACH HAS THE ANSWERS



You just got a bee sting. What should you do? You are going to see your doctor. What questions should you ask? You have back pain. Where can you get help deciding about treatment?

## HOW A HEALTH COACH CAN HELP YOU

A health coach provides information and support — at no cost to you. Health coaches are specially trained to answer your questions and support you in making informed health decisions. Even if you're healthy, you can call a health coach to help you set goals that will keep you well.

Call a coach if:

- You have diabetes and need information to change your diet.
- Your cholesterol is a little high, but you don't understand what the numbers mean.
- Your soccer player may have sprained his ankle. Should he go to the emergency room?
- Your bone density test shows that you have osteopenia. How can you prevent it from turning into osteoporosis?
- Your family has a history of heart disease. What can you do to protect yourself?
- You have trouble managing your weight. How can you stay on track?

## A HEALTH COACH MAY CALL YOU

If you have a health condition, a health coach may call to offer you programs to meet your needs. We encourage you to discuss these opportunities with the coach.

## COACHING IS FREE, CONFIDENTIAL AND VOLUNTARY

There is no charge to talk with a coach. All information shared during your phone conversations with a health coach will remain confidential. There is no obligation to participate in the programs offered. If you do not want to participate in coaching conversations, simply tell the health coach. The coach will make no further attempt to contact you.



## MAKE THE CALL

Get the answers you need.  
Call a Blues On Call<sup>SM</sup> health coach  
at 1-888-BLUE-428  
(1-888-258-3428) for assistance.

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The Claims Administrator/Insurer complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。请拨打您的身份证背面的号码（TTY：711）。