

**Introducing BCBS of FL Personal Health Record**  
*New Online access to a Personal Health Record!*  
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**BCBS Case Management**  
*What is the services available and how do the work with my providers towards my benefit?*  
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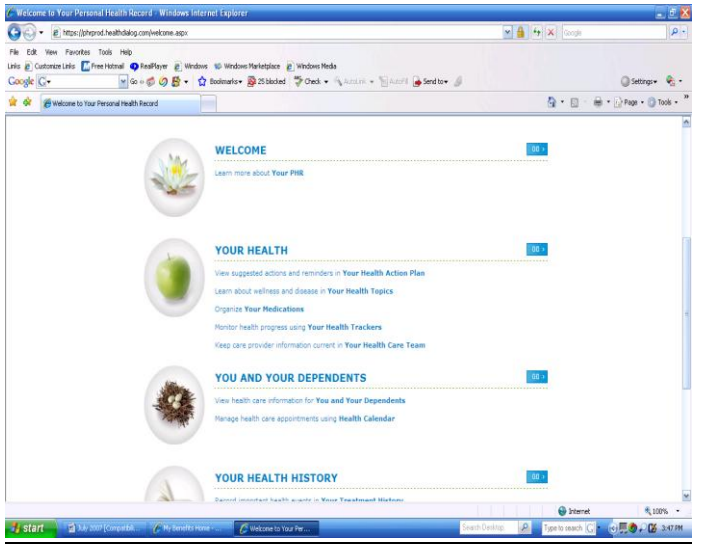


## BCBS of FL introduces: Your Personal Health Record

Keep information on Your health care team handy, manage Your medications, make sure You're up to date on recommended preventive care and more. Find everything you need to take charge of your health in one, convenient location.

1. Log onto [www.mybenefitshome.com](http://www.mybenefitshome.com) and select Your Health tab.
2. The first topic under your health is **YOUR PERSONAL HEALTH RECORD**.
3. When you select **YOUR PERSONAL HEALTH RECORD** You can enter information about Your Health, Your Dependents and Your Health History.
4. You can set up a Health Action Plan, view suggested actions and reminders.
5. You can track health conditions, organize your prescriptions and view your Succeed Plan once you have taken the Personal Wellness Profile.
6. There are tools to assist you in preparing for a Health care visit and You have the opportunity to communicate with your Health Coach.

**Have Your Personal Health Information available to you at a click of the mouse!**



# Blues Cross Blue Shield Nurse Case Managers- they are there for you and your family when you need them most!

When you're recovering from a hospital admission, dealing with multiple medical problems or facing catastrophic needs, you want to relax and recover, or concentrate on dealing with your health needs. You just want to be taken care of. But, you have follow-up visits to schedule, prescriptions to fill, maybe therapy to arrange. You're not alone...Blue Cross Blue Shield Case Managers are there to help you.

Blue Cross Blue Shield Case Managers are licensed professionals who can offer assistance if you're approaching a hospitalization, were recently discharged from the hospital or have been told you have a condition that will require educational support. Case Managers will also help with the coordination of your health insurance plan to make sure the administration issues are resolved.

If you've had an inpatient hospital admission, you may be contacted once or twice to make sure you've received and understand your discharge instructions, understand your prescription drugs and how to take them, and know what to expect during your recovery.

Case Managers can even help you if you are in need of more complex case management – you need multiple levels of care, have catastrophic needs, multiple medical problems or end-of-life issues. They can help you address obstacles like financial issues and lack of a caregiver at home, put you in touch with community resources and coordinate a plan for your care. They will also keep in touch with you regularly to follow-up on your care, answer any questions you may have or help you with any benefit issues.

Case Managers are a free resource to all Blue Cross Blue Shield of Florida members. If you have an inpatient hospital admission, you will automatically be contacted as a part of our outreach program. If you need complex case management, you may be contacted as a result of your claims history. In either case, you are always free to call to initiate case management if you feel you need it. Call anytime to speak to a Case Manager...they are there to help. You can also talk to a Health Coach by logging into [www.mybenefitshome.com](http://www.mybenefitshome.com) and selecting Talk to a Health Coach.

Free, Confidential Case Manager Services available to ICUBA Medical Plan Participants. Be an Educated Consumer and take Control over Your Health!



## 1-800-596-4993