

Our Health Advocate
program is on your side

Blue Shield Acute
Health Advocate

Blue Shield's Acute Health Advocate Program

A valuable wellness resource dedicated to your well-being

Get information from a healthcare professional and up-to-date resources, focused on your acute care needs. You can get it all coordinated efficiently by someone who's on your side, with the Blue Shield Health Advocate Program.

Your Health Advocate is on your side

Because your company participates in the Blue Shield Acute Health Advocate Program, you have a dedicated team of registered nurses, ready to help you navigate the healthcare system, resolve problems, and provide health counseling. An equally important part of the program is how we help to coordinate your care among your physicians and specialty-condition management programs.

What is a Health Advocate?

A Health Advocate is a registered nurse who:

- Provides you with proactive education and assistance to access care
- Assists with accessing and navigating your available healthcare benefits through Blue Shield, including our provider network, as well as a variety of programs and services

Putting resources and support on your side

Fast access at no additional cost

You have a dedicated toll-free telephone number to ask questions and get information to help you make the right health-related decisions and help resolve problems. Translation services are included for individuals whose first language isn't English.

Personalized support

Day or night, you also have access to an online health risk appraisal to identify and support healthy lifestyle choices. You can choose to have a Health Advocate call you to review the results of your appraisal.

Hospitalization

If you need hospital care, our Health Advocate will call to answer questions and coordinate care, before, during, and after hospitalization.

Guided imagery

If you need surgery, the Health Advocate can offer audiotapes or CDs that use guided imagery to help you prepare for and recover from your procedure. Guided imagery is a proven mind-body technique that stimulates the senses and memory to assist your body's natural powers to heal itself.

Suffering with a shoulder injury that had kept him from his work as a carpenter for five months, one of our members called his Health Advocate at Blue Shield.



His health was not improving, and the process of getting through the healthcare system to specialists was slow. Although his primary physician performed diagnostic tests and referred him to an orthopedic specialist for injections, he couldn't get an appointment for six weeks. The Health Advocate worked with the Blue Shield Medical Director to coordinate the request by his physician and the specialist to start the treatment within a week. The specialist tried the injections which failed and progressed to surgery within weeks. The Health Advocate assisted with the approval. A few weeks after his surgery, he returned to work. On his satisfaction survey, he responded, "**I want to thank you for giving my life back to me.**"

How the program can help you

Registered nurses provide you with access to a wide range of services and resources, focusing on your acute care needs.

- **Counseling:** The Health Advocate provides health counseling and answers health- and treatment-related questions to support your healthcare decisions; assists with accessing appropriate care; and provides tools to make informed treatment, self-management, and wellness decisions.
- **Integration:** The Health Advocate supports the integration and coordination of your care among physicians and specialty condition management programs.
- **Referrals:** The Health Advocate helps to manage referrals, integrating providers, case manager, condition manager, and customer service.
- **Web-based wellness assessment:** The Health Advocate can give you information about the online survey and how to access it, anytime, day or night.
- **NurseHelp 24/7SM with follow-up:** Online and telephone support from registered nurses is always as close as a phone or personal computer. In addition to this support, which is available to all Blue Shield members, the Health Advocate will reach out to you with information and help resolve any outstanding needs.
- **Case management:** The program offers education and resources to support you as you manage your illness. The Health Advocate reviews your claims and use of healthcare services that may indicate whether you need additional support. If the Health Advocate believes you may benefit from more intense case management, you will be referred to a complex-case manager.
- **Utilization management and member calls:** Before, during, and after hospitalization, the program stays in touch with you to help ensure optimal outcomes, extending the typical outreach from physicians and hospitals.
- **Prenatal and high-risk pregnancy counseling:** The program provides counseling, resources, and other support available to all Blue Shield members who are pregnant. Additionally, the Health Advocate will reach out to you with information and support.

When a physician called us requesting approval for a total hip replacement for one of our members, the Health Advocate called her with information about the procedure and what to expect before and after surgery.



While recuperating from surgery, for example, it would be difficult to bend to get pans or dishes out for meal preparation. Knowing this allowed her to determine if she'd need assistance or if she could prepare the kitchen before going into the hospital so that everything would be at a comfortable level. Additionally, the Health Advocate offered her a guided-imagery CD that increases relaxation. Our members have reported having less pain and a quicker recovery when listening to the CD. The Health Advocate provided additional support and ongoing assessment during the recovery process, staying involved for as long as our member needed.

Your dedicated nurse

In addition to helping you access care and information, your Health Advocate helps to integrate healthcare services. You have a dedicated nurse who:

- Assists with navigation of the healthcare system.
- Helps resolve problems with access to care and benefits.
- Provides health counseling and answers health- and treatment-related questions.
- Works with your physicians and other specialty providers to help coordinate your care, including inpatient hospitalizations.
- Integrates many of the resources covered by Blue Shield.

Discover how the Blue Shield Acute Health Advocate Program can support you with smart, coordinated service.