



MASSACHUSETTS

Care Concierge

Personalized, One-on-One Health Guidance—at Your Service



Your Personalized Team of Health Experts Is Only a Call Away

Our Care Concierge team of dedicated nurses is ready to help you learn more about health conditions, give you ideas for healthier habits, and let you know about programs and resources available to make the most of your plan. Ask about anything, and put your benefits and our expert knowledge to good use!

How Care Concierge Can Help

Call Us: With a simple phone call, you can learn more about health conditions, healthier habits, and available programs and resources.

To reach a Care Concierge nurse, call the number on your ID card, Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.

We'll Call You: Using your medical history, our nurses can identify key times when wellness coaching would benefit you, and call you directly.

A Care Concierge nurse can assist you with:

Taking control of your health through:

- Shared decision making
- Coaching on healthy lifestyle changes
- Education on preventive screenings
- Proper use of medications
- Understanding a diagnosis
- Guidance on complex medical issues

Choosing the right care by:

- Educating you on quality care centers
- Advising you on your doctor's recommendation
- Providing decision-making support regarding a surgery or procedure

Getting more from your health plan with:

- Specialty care programs
- Wellness coaching services
- Prevention and wellness programs
- Online tools and resources

Additional Resources

Urgent Care Advice

If you need help deciding whether to see your doctor, go to the ER, or care for yourself at home, call our Blue Care LineSM at **1-888-247-BLUE (2583)**.

Our registered nurses are available 24/7 at no additional cost.

Member Service

Have questions about your plan, benefits, or claims? Call Member Service at the number on the front of your ID card.

Your Privacy is Important to Us

Any information you share is treated in accordance with the Blue Cross Blue Shield of Massachusetts policy on confidentiality.

This exclusive service is included in your benefits, so use it whenever you need it.