A HEALTH CARE ADVOCATE
WHEN YOU NEED IT MOST

Improve your health care experience with BlueTouchpoint!

BlueTouchpoint is a service from your health insurance plan that helps you get the health care you need — when you need it — with the help of a registered nurse case manager.

Whether it's a lifelong health issue or a first-time medical emergency, Arkansas Blue Cross and Blue Shield understands there are times that everyone needs a health care advocate. That's where BlueTouchpoint comes in.

WHAT YOU SHOULD EXPECT

There will be a friendly, helpful voice on the other side of the line when you answer the phone call. Your BlueTouchpoint case manager can help you simplify your health care issues by helping you get the care you need and answering any questions. They will help:

- Schedule a doctor's appointment
- Find the right health care service
- Understand your particular health condition
- Learn new ways to manage your care
- Explain possible adverse prescription drug reactions
- Educate you on your chronic/acute conditions
A HEALTH CARE ADVOCATE WHEN YOU NEED IT MOST

A BETTER HEALTH CARE EXPERIENCE

Help improve your health outcomes. With BlueTouchpoint, case managers will focus on you (and everyone covered by your plan).

EARLY TREATMENT
BlueTouchpoint case managers will keep you and your family informed, which can result in earlier treatment. The earlier you seek help, the better your chances at a full recovery or improved health.

HELP WHEN YOU NEED IT
BlueTouchpoint case managers are aware of medical issues that you confront throughout the year, and are prepared to help you when you need it most.

TIMELINESS
BlueTouchpoint case managers connect you with the resources you need, which can result in fewer ER visits, hospitalizations, etc.

SAVE MONEY, GET CARE
Save money by taking care of any health issues early, before they get worse.

BLUETOUCHPOINT IS CONFIDENTIAL
BlueTouchpoint is completely confidential. Your personal health data will not be passed on to your employer or anyone else.

Questions?
Do you have questions? Please call the number on the back of your member ID card to learn more.

BlueAdvantage Administrators of Arkansas
An Independent Licensee of the Blue Cross and Blue Shield Association