

Reasons to Stay with BlueChoice HealthPlan Medicaid

Our job is to keep our BlueChoice HealthPlan Medicaid families healthy. That's why we're working hard every day to earn your trust and continued membership.

REASON #1: Your health is our number one concern.

Helping you stay healthy is what we do best. And it isn't just about going to the doctor when you're sick. Through preventive care, we'll help you get the tests, screenings and shots you and your family need to stay well.

REASON #2: Get the care you need – when you need it.

When you need help, we're here 24 hours a day, every day. Our 24-Hour Nurseline has nurses ready to answer your health questions. And BlueChoice HealthPlan Medicaid members can go to an urgent care center during open hours with no copay – and that includes weekends and evenings!

REASON #3: Many doctors. Many choices.

Like most things in life, the more choices, the better. We have a large network of health care providers waiting to care for you. We can help you find the doctor that's right for you and your family right over the phone.

REASON #4: We give you a medical point of contact.

The first step to good health is having a doctor you can trust. That's why we help our members find a medical point of contact – a primary care provider who knows your history and who can take care of all your medical conditions and concerns.

REASON #5: We help you make good choices for good health.

Being in good health starts with making smart choices. We do all we can to help you achieve the best health possible. Our care management programs help members control their illnesses or diseases.

We can translate this at no cost. Call the customer service number on your member ID card.

Podemos traducir esto gratuitamente. Llame al número de servicio de atención al cliente que aparece en su tarjeta de identificación (ID card).

BlueChoice HealthPlan is an independent licensee of the Blue Cross and Blue Shield Association. Healthy Connections is administered for BlueChoice HealthPlan by WellPoint Partnership Plan, LLC, an independent company.

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REASON #6: Your health. Your language.

We're in touch with today's global community. And since communication is a key aspect to good health, our Customer Care Center is available to respond to your health questions in your language so you get the right answer.

REASON #7: We're there – right where you are.

Through partnerships with a growing network of community- and faith-based groups, we can offer help right where you are, at times when you need it most.

REASON #8: When you talk, we listen.

The best way to provide you with quality health care is to know what you need. So we ask. Through surveys, outreach calls and health fairs, we do all we can to find out what our members need.

REASON #9: You have questions, we have answers.

We're here to help. Whether you have a question about your benefits, or a health concern, or finding the right doctor, just call our Customer Care Center at **1-866-781-5094**. Or visit our website at **www.BlueChoiceSCMedicaid.com**.

REASON #10: Our plan is simple to use.

Caring for your family's health is easy with BlueChoice HealthPlan Medicaid. You're just a phone call or click away from the great benefits and services you need to stay healthy.

We're proud to serve you and happy to have you as a member. If you have any questions about your plan benefits, just give us a call at 1-866-781-5094 (TTY 1-866-773-9634).