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HEALTH DIALOG®

Blue Cross Blue Shield of FL offers a free Health Dialog® program to every enrolled person on an ICUBA Medical plan that provides information and support, and is specially designed for people who have everyday health concerns, or ongoing (chronic) health concerns. Health Dialog® will help you work with your care providers so that you can make informed health care decisions and improve the management of your health. Health Dialog® programs help you understand your choices and get the information you need most when weighing important health related decisions, including:

Health Coaches - Health Coaching is the most personal aspect of Health Dialog® and is available 24 hours a day, 7 days a week at 1-877-789-2583. Health Coaches are specially trained health professionals (such as nurses, respiratory therapists and dieticians). They can provide you with relevant on-the-spot medical information and offer health-related videos/DVDs and other materials. You can even speak with the same Health Coach each time you call. Some of the reasons you may call are:

- Your doctor has recommended a certain medical test and You'd like more information about it;
- You or a Family member has been diagnosed with a particular illness and You want to know what to expect;
- Your doctor suggests surgery for lower back pain, but you want information about possible alternatives;
- You are planning a Hospital admission and need assistance in planning your options once you have been discharged; and
- You want to discuss any health care problem or issue, in confidence, with a Health Coach.

Immediate Health Care Assessment: You can also phone Health Dialog® about an immediate illness or injury. For example, you or a covered family member is experiencing a symptom that causes you alarm. When you do so, the Health Coach can perform a comprehensive health care assessment to help you determine your next step. In case of emergency, always seek prompt attention at the nearest emergency room.

You may contact a Health Coach at Health Dialog at 1-877-789-2583. (TTY for hearing/speech impaired 1-877-900-4304).

NURSE CARE COORDINATORS ARE YOUR ADVOCATE!

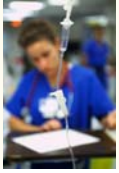
When an illness occurs, it is often difficult to know where to turn. Individuals with complex or serious medical conditions may benefit from ICUBA's Blue Cross and Blue Shield of Florida (BCBSF) Care Coordination Program. The **CONFIDENTIAL** program is designed to help employees and their families when they have questions about their health care and/or are in need of extensive health care services. **Care Coordinators** are nurses who assist people with serious health problems in accessing covered services under their health benefit plan. They may also be able to identify community resources that may be of assistance to employees and their families. The program is voluntary and offered free to every enrolled person in an ICUBA Medical Plan.

When should you contact case management?

- When you have long term complex home health care needs, such as intravenous medications and/or wound care exist.
- When you are in need of or contemplating skilled nursing facility services.
- When you have developed complex health issues, such as a treatment for diabetes and a heart condition.
- When you have a major surgical procedure planned, e.g., total hip replacement, organ or bone marrow transplant.

You can reach a Nurse by calling Blue Cross Blue Shield at 1-877-789-2583 and receive 24/7 support. You can also access a Care Coordination Referral form on <http://icubabenefits.org> in the Document Center.

Important Information to Improve Your Health



REMEMBER TO USE YOUR ICUBA BENEFITS THIS SUMMER!

A key benefit offered to each person enrolled in an ICUBA medical Plan is **FREE** coverage for **ALL**:

- Mammograms
- Bone Mineral Density Tests
- Colonoscopies and Sigmoidoscopies
- Adult and Child Immunizations
- General Health Blood Panels including ALT/AST, Lipid Panels, Cholesterol and Glucose
- PSAs
- PAPs
- Urinalysis
- Colorectal Screenings
- Venipunctures

FOR ADDITIONAL INFORMATION REGARDING YOUR ICUBA BENEFITS, PLEASE LOGON to <http://icubabenefits.org>

This site will allow you to view you plan design highlights, access your ICUBA Benefits Card™ and assist you in understanding your Plan provisions and coverage options.



Financial Advice is Easy to Find!

Financial concerns can create stress for you and your family. Those concerns can be particularly difficult if you need help and don't know where to turn. As part of your program, financial consultation services are available for you, your spouse and, depending on your program, others in your household.

Free Initial Consultation

Your financial services program offers free telephonic consultations with a financial counselor on issues such as budgeting, debt consolidation, buying or leasing your next car, consumer credit, retirement, saving for college, IRS matters and more. You are eligible for a free initial in-person session. Visits or calls are up to 60 minutes in length.

Qualified Credentialed Consultants

Call 1-800-416-0835 and ask to be connected with your financial consultation service. Our financial consultants have extensive experience advising diverse groups on a broad spectrum of financial issues. Our consultants hold professional designations, such as Certified Public Accountants (CPAs) and Certified Financial Planners. They are available to help you address your financial issues efficiently and effectively. Our goal is to help you find the information, resources and expertise that will best suit your needs.

[www. MagellanHealth.com](http://www.MagellanHealth.com) offers a Financial Library, Online Tools, Calculators and More!

