

HealthyOptions.

We partner with you to achieve better health

Our disease and wellness management programs are
designed to help you manage your health.

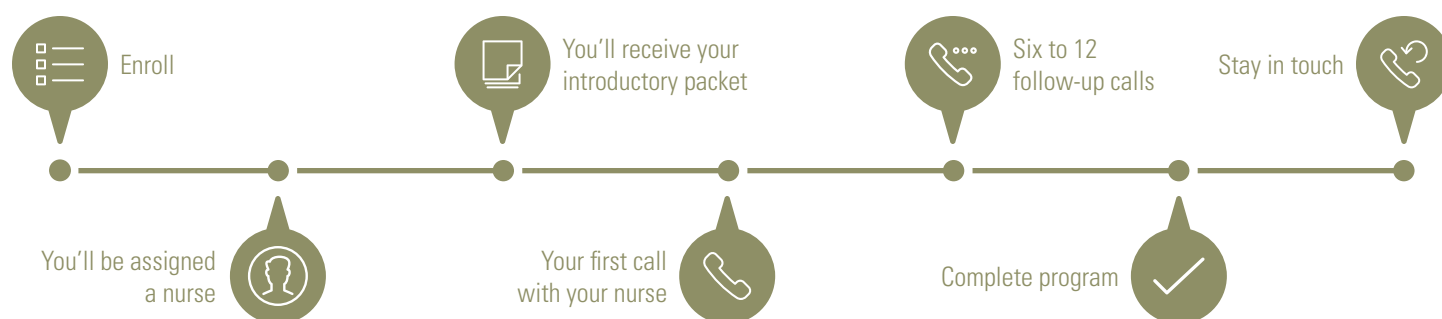


 BlueCross BlueShield
Kansas

bcbsks.com

When you enroll in one of our disease or wellness management programs, our registered nurses provide **one-on-one support**, coaching and education through regular telephone calls. We can help you manage your asthma, COPD, diabetes, heart disease, high blood pressure, high cholesterol, stress, tobacco cessation or weight loss. We also offer a maternity program to help during pregnancy and post-partum.

How do our programs work?



How can I enroll? If you receive an invitational letter via mail, simply complete and return the enclosed postcard. You can also visit bcbsks.com/Enroll to complete an online enrollment form. For more information about our programs, visit bcbsks.com/DM or bcbsks.com/Wellness.

Meet your nurse. Once you contact us, one of our enrollment specialists will call you to answer any questions you might have about the program, assign you to one of our registered nurses and schedule your first phone call with the nurse. You will work with the same nurse throughout your participation.

Introductory packet. Once you are enrolled, you will receive an introductory packet by mail that will help prepare you for your first call with your nurse. Please review the information so you can provide the requested information.

Your first call with your nurse. You and your nurse will begin to get acquainted and discuss how best to work together for your health. This first call

will last about 45 minutes because you will discuss your health history, medications and lab results, and start the goal-setting process. Your nurse will be an active member of your care team, and will communicate with your medical provider (with your permission) if needed.

Follow-up calls. You and your nurse will schedule the date and time for your next follow-up call. Follow-up calls will be time for you and your nurse to discuss your goals and resources that could help you take action. The calls are 30 minutes or less. Following the call, your nurse sends relevant educational materials.

Complete the program. After six to 12 total calls, you and your nurse will discuss completing the program.

Staying in touch. If you need to reschedule, call us at **800-520-3137**. If you miss a call, we will make every effort to reschedule. After-hours messages will be returned within one business day.

Meet our nurses

All of our registered nurses are Kansas residents, and all have extensive clinical and professional training and experience.



Audra, RN, BSN, CCM

Audra earned a bachelor's degree in nursing from Baker University. Prior to Blue Cross, her nursing experiences were in hospital and health department settings. She is most rewarded when she can challenge and assist her patients in achieving their desired health goals to feel better, stronger and realize results.



Dawnda, RN, CCP

Prior to Blue Cross, Dawnda worked in hospital, home health and clinic settings. Her nursing education is from the Washburn Institute of Technology and Johnson County Community College. Dawnda is committed to educating patients about their health and providing self-management tools and resources.



Heidi, RN, BSN, CCM

Heidi's nursing degree is from Baker University. Her clinical experiences include hospital, emergency room, home health and hospice. In her role at Blue Cross, she loves working with individuals to assist them in building a strong sense of self and wellness through creating and pursuing individually driven health goals.



Jennifer, RN, BSN, CCP

Jennifer earned a bachelor's in nursing from Washburn University. Prior to Blue Cross, she worked in hospice and long-term care settings. Her goal is to help members find their motivation for change, give them ongoing support, help them stay positive and make progress with small steps toward their goals.



Julie, RN, BSN, BA, MEd, MLIS

Julie has nursing experience as both a hospital nurse and as a health coach. She enjoys getting to know members and supporting them in developing their own healthy lifestyle goals. Julie's nursing education is from Fort Hays State University, and she holds several other degrees including a master's in counseling psychology from the University of Michigan.



Robin, RN, BSN, CCP

Robin received her bachelor's in nursing from Washburn University. Her nursing experiences include: pre- and post-op surgical, GI lab, family medicine, and bariatric which included facilitating support groups. Robin hopes to empower members to realize their potential and motivation through knowledge and make positive health choices in order to live the life they desire.



Haley, RN, CCP

Haley received her nursing degree from Neosho County Community College. Her background in emergency medicine has provided her with diverse patient experiences in dealing with various health conditions. Haley is excited to provide members with resources and support to help them set achievable goals and build their confidence to help improve overall health and well-being.

Most commonly asked questions

When do the phone calls occur? Our staff conducts calls during daytime hours Mondays through Fridays, and during evening hours Monday through Thursday.

Can I get verification of participation for my employer? Yes. If your employer offers you “points” or a reward/benefit for participation in one of our programs, be sure your nurse is aware so that we can send you a letter of documentation after you complete these requirements. You will be responsible for submitting that document to your employer.

Are these programs accredited? Yes. Our disease management programs are URAC accredited, which insures that our programs meet national quality and consistency standards.

Can my employer or doctor require me to participate? No. While these programs are voluntary, your employer or doctor may encourage your participation.

Is there a cost for your disease management and wellness programs? No. These programs are provided at no additional cost to your existing health plan, and will not affect your benefits. This is a voluntary program.

Does anyone else have access to our phone conversations? No. The content of all calls is completely confidential and is not shared with your employer nor with any other departments within Blue Cross and Blue Shield of Kansas.

What are the skills of your nurses? Blue Cross has registered nurses who serve as coaches. Each nurse has extensive clinical experience and is trained to teach you about managing your health, making healthy lifestyle choices and improving communications with your health care team.

Enroll today!

Call **800-520-3137**

or visit bcbsks.com/Enroll to enroll online.

Visit us at bcbsks.com

