

ACHIEVE
BETTER HEALTH

Speak with a **trusted health advisor**



Sometimes you need a little extra support when you're managing a chronic condition or more complex health situation. Achieve Better Health provides an added level of support and services to help you navigate your health journey.

Get one-on-one personalized help 24/7

You want the best health for you and your family, but where do you start? Independence Blue Cross offers free, personalized services of a Registered Nurse Health Coach who will listen to your concerns and work with you to set and achieve your health goals. Health Coaches will also outreach to you to offer assistance.

What is a Health Coach?

A Health Coach is available to help you with:

- Chronic conditions such as asthma, diabetes or heart disease
- Coping with a serious illness or accident, like cancer or a stroke
- Questions about everyday health concerns for you or your family

Temple University-dedicated Health Coach:*

Erin Cook, RN, BSN
215-241-3062

- Coordinating services needed related to a hospitalization, procedure or illness
- Understanding complex health issues, tests or procedures

Stay on top of personal health information, screening reminders, health tips, and more!**

Text **IBXTU** to **73529** or visit **ibx.com/getconnected** to sign up for text alerts today.

*This is a free and confidential service.
** Standard message and data rates may apply. Text STOP to stop and HELP for help. Terms and Conditions available at myhelpsite.net/ibx. Notification messages within IBX Wire™ are sent via automated SMS. Enrollment in IBX Wire™ is not a requirement to purchase goods and services from IBX.

Independence 

 **TOTAL**
WELLNESS

How can a Health Coach help?

Your personal Health Coach can:

- Help you manage your chronic condition better
- Prepare you for a planned admission or procedure
- Review your doctor's discharge instructions with you
- Answer questions related to your treatment instructions
- Help you understand your medications, and why and how to take them
- Work with you and your doctor to address health concerns

Call **1-800-ASK-BLUE**
(1-800-275-2583; TTY/TDD: 711)
to speak with a Health Coach 24/7.*

When prompted for a call reason, say
"Health Coach."

*This is a free and confidential service.

This plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Spanish: ATENCIÓN: Si habla español, cuenta con servicios de asistencia en idiomas disponibles de forma gratuita para usted. Llame al 1-800-275-2583 (TTY: 711). Chinese: 注意: 如果您讲中文, 您可以得到免费的语言协助服务。致电1-800-275-2583。

Independence Blue Cross offers products through its subsidiaries Independence Hospital Indemnity Plan, Keystone Health Plan East and QCC Insurance Company, and with Highmark Blue Shield — independent licensees of the Blue Cross and Blue Shield Association.