

NEW AND ENHANCED MEMBER SERVICES AVAILABLE JULY 1, 2018

A PERSONAL CARE TEAM IS READY FOR YOU *For Basic, PLUS and Community Choice members*

All you want is for someone to answer your questions, right? To make it easy to understand your plan. Or help you figure out the next steps in dealing with a health issue. We hear you. And we're here for you.

Our UniCare health guides offer you personal support

Want to know how your UniCare coverage works? Where you can go for certain tests for the best price? If a certain procedure or test is covered? How much you'll pay out of pocket for your care?

Starting July 1, 2018 you can get help and answers from a health guide when you call UniCare Member Services.

This personal approach comes at no extra cost – it's part of your health coverage. Our health guides will listen and work with you to help resolve your issues as quickly as possible. They can also connect you to more resources when needed.



An Anthem Company

It takes a team

Our health guides work closely with health care professionals, like nurses, health coaches and social workers, to provide personalized answers and guidance.

They can help you:

- Connect with the right benefits and programs for your health care needs, including:
 - Cancer support for you, family members and caregivers – before, during and after treatment
 - Behavioral health support if you or a family member are experiencing stress, depression and anxiety, or are dealing with drug and alcohol use disorder, or other personal issues
- Stay on top of your follow-up and preventive care with reminders, and help you schedule appointments
- Compare costs for health care services, find contracted doctors, and much more



Commonwealth of Massachusetts
Group Insurance Commission

Your primary nurse – for one-on-one support to reach your health goals

Each of us has different health needs. You may be working on personal goals such as exercising more, eating healthier, quitting smoking or losing weight. Or you may be dealing with back problems or a condition like asthma or diabetes.

As part of your benefits, starting July 1, 2018, you'll have access to a trained professional dedicated to your specific health needs – at no extra cost.

No matter what your health need is, our primary nurses can help you. These nurses are dedicated to your personal care and to helping you and your family members enjoy your best health.



Note: This enhanced member services support is available to non-Medicare members only

Get the support you need to:

- Make a plan of care so you can meet your goals, such as losing weight, eating better or quitting smoking
- Understand what to expect if you spend time in the hospital, and how to follow your doctor's plan of care when you come home
- Arrange care if you need surgery or a procedure
- Get advice from specialized medical professions like dietitians or pharmacists
- Handle a serious or complex condition and get the help you need
- Answer questions about your family's health care needs

A primary nurse may reach out to you and offer support for your care. Your primary nurse can also recommend our other no-cost programs and explain how they can help you.

We're ready to lend a hand

Here's how to reach us:

- Call 833-663-4176.
- *Starting July 1, 2018:* Download and use the new Mobile Health app:
 - For mobile devices: Search for **Mobile Health Consumer** in the App Store or Google Play.
 - For computers: Go to mobilehealthconsumer.com and choose **User**, then **Register Now**.