

Member Q&A

Your health plan is designed to empower you—with greater freedom to control your health care decisions with easy access to health information. At Blue Cross and Blue Shield of Florida, we don't want anything to hold you back from getting the best resources you need to make the best health decisions for yourself and your family. We encourage you to take advantage of a program that has given thousands of people the support and information they need to feel more in control of their health.

Health Dialog®*

Questions and Answers

Q What is Health Dialog?

A Health Dialog is an independent resource for health-related information and care decision support that's available whenever you need it by phone or online. Through a vendor arrangement with Health Dialog, Blue Cross and Blue Shield of Florida offers this service to help you understand your health conditions and treatment choices. This information empowers you to better manage your health and make informed, confident health decisions in partnership with your physician that reflect your personal values and preferences.

Q What is available through Health Dialog?

With Health Dialog, you have access to a wealth of medical information including:

- A
- *Round-the-clock health coach*
A Health Dialog health coach is available to talk to you one-on-one 24 hours a day at (877) 789-2583. You can speak privately and confidentially with a trained health coach about your immediate or everyday health concerns.** Health Dialog health coaches are specially trained health care professionals, including registered nurses, dietitians and respiratory therapists with valuable clinical experience. They can answer your questions about health conditions, diet, exercise and understanding your medications. If you choose, you can arrange to have one particular Health Dialog health coach as your personal contact for ongoing calls.
 - *Access to the Dialog CenterSM*
The Dialog Center is a website operated and maintained by Health Dialog that provides health content and support tools for education, information and decision making. As a Blue Cross and Blue Shield of Florida member, you have access to the Healthwise® Knowledgebase—27,000 pages of up-to-date, easy-to-understand, in-depth information on more than 1,900 clinical topics, including symptoms, medical tests and medications. You also have access to Health Crossroads®—health information organized by health care decision points covering options and choices. Feel free to take the Health Survey designed to help you assess your health status and risks associated with behavioral lifestyle.

Page 1 of 2



**BlueCross BlueShield
of Florida**

An Independent Licensee of the
Blue Cross and Blue Shield Association

Member Q&A is published by
Blue Cross and Blue Shield of Florida

62927-0604

- *Educational materials - audiotapes, videotapes and printed information*

You can call to listen to audiotapes covering more than 475 health care topics. If you have a question after listening, you can speak directly with a Health Dialog health coach. They can also send you videos and printed educational materials, if appropriate, that can help you weigh the risks and advantages of treatment options for specific conditions***.

Q

How can I access Health Dialog?

A

Health Dialog health coaches are available 24 hours a day, 7 days a week. Simply call toll free, (877) 789-2583 to speak to a health coach or to access the Healthwise® Audio Library. For our hearing impaired members, access our TTY line at (877) 900-4304. For the Dialog Center log on to our website at www.bcbsfl.com. Have your Blue Cross and Blue Shield of Florida ID card handy in order to log on to the website and set up your account. If you need technical support in accessing the Health Dialog website, call (877) 730-7118 or email thediologcenter@arcnow.com.

Q

Is there a cost for using Health Dialog?

A

There is no cost to you for using the Health Dialog service. Blue Cross and Blue Shield of Florida provides Health Dialog as a value-added service to enhance your health care experience and bring additional value to your premium dollar.

*Blue Cross and Blue Shield of Florida, Inc. (BCBSF) has entered into an arrangement with Health Dialog whereby Health Dialog has agreed to provide BCBSF members with care decision support services and information. BCBSF has entered into this arrangement to provide a value-added service to its members. BCBSF has not certified or credentialed, and cannot guarantee or be held responsible for, the quality of services provided by Health Dialog. Please remember that all decisions that require or pertain to independent professional medical/clinical judgment or training, or the need for medical services, are solely your responsibility and the responsibility of your Physicians and other health care Providers. You and your Physicians are responsible for deciding what medical care should be rendered or received, and when and how care should be provided. In making Health Dialog available to you, neither BCBSF nor Health Dialog Services Corporation shall be deemed to be providing medical care or advice.

**In a medical emergency, call 911 or go to the nearest hospital emergency room.

***Please refer to the written terms of your policy, certificate of coverage, or benefit booklet to determine if a particular service or supply is covered.