



Condition Care

NURSE SUPPORT PROGRAM CONDITION CARE

The care you need, when you need it most

When you're managing a chronic condition, things can get complicated and overwhelming. That's why Blue Cross and Blue Shield of North Carolina (Blue Cross NC) wants to help you manage your condition with the Nurse Support Program Condition Care. As you work with your primary care provider, the Nurse Support Program Condition Care also connects you to more tools, resources and care. **And this program is available to you as a benefit of your health plan at no additional cost.**

The Nurse Support Program Condition Care is available to members with conditions such as:

- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive Heart Failure (CHF)
- Coronary Artery Disease (CAD)
- Diabetes
- Hypertension

Be Sure to Take the Call

A Nurse Advocate or Health Coach may call you to provide one-on-one support. Be sure to take the call as it's the first step to a healthier you! During your conversations on the phone or through the Wellframe® mobile app, these registered nurses will be your care companion – working alongside you to create personalized plans to manage your condition. They're with you every step of the way.

What our members have to say:

"This was very helpful. If I didn't understand what the physicians recommended, I could ask the nurse, and she explained things very well."

"Sherri was absolutely a pleasure to work with. She was very instrumental in my recovery process."

"Thank you for this service. It was a great help to us!"

To learn more

Visit the [Wellbeing](#) section on [BlueConnectNC.com](#) and click on **Nurse Support Program**.

If you have not already been contacted by the Nurse Advocate, you can call **1-888-229-8510**, Monday through Friday, between 9:00 a.m. and 7:00 p.m.

Count on the name trusted for over 85 years



BlueCross BlueShield
of North Carolina



The Care Team

Your coordinated care team is led by your Nurse Advocate and includes:

- Registered nurses
- Certified diabetes care and education specialists
- Behavioral health professionals
- Pharmacists
- Social workers
- Registered dieticians
- Physicians (available for consult)
- Support staff
- All staff have access to translation services

The Nurse Support Program Condition Care is available to you as a benefit of your health plan at no additional cost, so you can get the resources you need to manage your conditions and avoid future medical problems.

Health Management App powered by Wellframe

Wellframe connects you directly to your care team – a group of nurses and other staff who are there to support you. They are there to help you feel the best you can. Wellframe gives you health resources when you need them:

- You can Chat with your care team. Your care manager can answer medical questions. They can also connect you to services. They can give support whenever you need it.
- Your Checklist will have a daily list of tasks to complete and helpful articles to read about your health, all chosen by your care manager based upon your unique condition.
- You can set up Reminders on your phone to help you keep track of your medications and appointments.
- The Me tab shows a summary of your progress.
- Your Library contains articles about your health, as chosen by your care manager.

Connect

Wellframe connects you directly to your care team and resources.



Download

To get started, your Nurse Advocate will give you an access code. Visit Wellframe.com/Download to use this access code and download the Wellframe mobile app.



Available for smartphone and tablet.

Blue Cross NC offers the Nurse Support Program Condition Care for your convenience and is not liable for the goods or services received. Results are not guaranteed. Decisions regarding your care should be made with the advice of your doctor. Blue Cross NC reserves the right to change or discontinue the program at any time without prior notification.

Wellframe is an independent company providing health care support services on behalf of Blue Cross NC. Wellframe does not offer Blue Cross or Blue Shield products or services.

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