

Preventive care questions?
Challenges managing a health condition?

Your Primary Nurse can help.



Keeping you well

If you're in good health, you can benefit from having a nurse who is familiar with your benefits, just a phone call away. Call with questions about getting the right preventive care, managing your medications, maximizing your benefits and more.

Helping you get healthy

If you have a sudden health issue or are managing a chronic condition, your Primary Nurse can:

- Regularly speak with your doctors and caregivers to help manage your care.
- Talk with you about how to improve your health.
- Connect you with additional health professionals, including a registered dietitian and behavioral health specialist, to support your health needs.
- Explain your benefits and help you navigate the health care system.



A nurse may call you if you have
been diagnosed with:

- Asthma
- Chronic Kidney Disease (CKD)
- Chronic Obstructive Pulmonary Disease (COPD)
- Coronary Artery Disease (CAD)
- Diabetes
- Heart failure
- Musculoskeletal issues (such as back or knee pain)

A nurse may also call if you:

- Recently had an Emergency Room visit
- Have an upcoming surgery

How to enroll



The Horizon Blue Cross Blue Shield Primary Nurse program is voluntary, free and available to eligible members. To be connected with your Primary Nurse, call Case Management Services at **1-888-621-5894**, option **2**, then option **3**, from 8 a.m. to 5 p.m., Eastern Time, weekdays.

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Spanish (Español): Para ayuda en español, llame al **1-855-477-AZUL (2985) (TTY 711)**.

Chinese (中文): 如需中文協助，請致電 **1-888-621-5894 (TTY 711)**.

Primary Nurses cannot diagnose problems or recommend specific treatment. They are not a substitute for your doctor's care. Services are not an insurance program and may be discontinued at any time. Always speak with your doctor before starting an exercise program or diet.

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