



**BlueCross BlueShield  
of Alabama**

450 Riverchase Parkway East  
P.O. Box 995  
Birmingham, Alabama 35298-0001

PRSR STD  
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BIRMINGHAM, AL  
PERMIT NO. 4718

## HOW A HEALTH ADVOCATE MAY ASSIST YOU:

- Help you locate a doctor or specialist and schedule appointments for you
- Explain your benefits
- Research and resolve hospital and doctor billing issues
- Assist in finding support groups and community services available to you and your covered dependents
- Inform you about recommended health services
- Help you engage with available health and wellness programs for you and your dependents

***BlueCare Health Advocates can help you  
with these topics and more.***



## What can a BlueCare Health Advocate do for me?

BlueCare can save time and alleviate the stress of navigating a sometimes confusing healthcare system.

Your BlueCare Health Advocate serves as a coach and advisor to you and your covered dependents. A Health Advocate can guide you through your questions, resolve your problems, and research issues concerning many of your healthcare needs.

You may receive a call from a health professional to discuss recommended health screenings and tests that could benefit you.

In addition, you can log in to *myBlueCross* at **AlabamaBlue.com** to view your personal Care Reminders.



Blue Cross and Blue Shield of Alabama is an independent licensee of the Blue Cross and Blue Shield Association.



### To contact a BlueCare Health Advocate:

Call the customer service number on the back of your Blue Cross identification card for details.