



- *Improve your understanding of preventive health strategies*
- *Assist you in coordinating health care services*

Accordant nurses are available 24 hours a day, seven days a week, to answer your questions, provide support and help you better manage your condition.

- **Seizure Disorders**
- **Rheumatoid Arthritis**
- **Multiple Sclerosis**
- **Crohn's Disease**
- **Parkinson's Disease**
- **Myasthenia Gravis**
- **Systemic Lupus Erythematosus (SLE)**
- **Sickle Cell Disease**
- **Hemophilia**
- **Cystic Fibrosis**
- **Scleroderma**
- **Polymyositis**
- **CIDP**
- **ALS**
- **Dermatomyositis**
- **Gaucher Disease**

Refer to your benefits description/contract material for the complete details of the terms, limitations and exclusions of your health care coverage. Benefits might be based on specific time frames. For coverage information and questions please contact Member Services at the phone number printed on your member ID card.



Independence Blue Cross offers products directly, through its subsidiaries Keystone Health Plan East and QCC Insurance Company, and with Highmark Blue Shield - independent licensees of the Blue Cross and Blue Shield Association

Toll free: **1-866-398-8761**
TDD: **1-800-735-2962**



Accordant Health Services
4900 Koger Boulevard, Suite 300
Greensboro, North Carolina 27407
e-mail: info@accordant.com
www.accordant.com

Copyright © 2006 Accordant Health Services



Providing information and support for your unique health care needs



Wouldn't it be nice to have a health care professional whom you could call at any hour of the night or day with your own health-related questions and concerns?

Wouldn't it be helpful to have access to information about your specific medical condition whenever you need it?

Wouldn't it be comforting to have a health care professional help guide you through the health care system?

Now you can. Thanks to a program called ConnectionsSM AccordantCare[™] – available through your health benefit plan at no additional charge – you have an important ally on your side to provide you with personal health care support and information to meet your unique health needs. Our support services are designed to help provide a better understanding of how

to manage your condition. In addition, a healthier you means fewer trips to the doctor's office or emergency room, while reducing potential expenses such as copays or deductibles. Members who participate in ConnectionsSM AccordantCare[™] may find the information and support they receive helps them make informed health care decisions and strengthen their relationship with their health care providers.

With ConnectionsSM AccordantCare[™] you'll receive:

- 24/7 telephone access to a specially trained nurse who understands your medical condition
- Personalized health evaluations to help you identify early warning signs of potential complications while managing your disease
- Monitoring and care coordination assistance to help you better prepare to discuss health status changes with your healthcare providers
- Disease-specific information via educational brochures and monthly newsletters, plus access to the patient Web site, www.accordant.com



Supporting your unique health needs

We understand the challenges of living with a complex, chronic condition. And we have the information to help you. With the support of a team of Accordant health care professionals, we'll help you understand ways to manage your condition and avoid complications that may result in unnecessary doctor and hospital visits.

By communicating with you regularly, we support your treatment program and help you stay as healthy as possible, all while maintaining confidentiality and privacy.

Connecting with your ConnectionsSM AccordantCare[™] nurse

Our support services start when we contact you to introduce the program, talk with you about your health status and determine how we can best serve your needs.

Our nurse will work with you to:

- Help you monitor changes in your health.
- Identify common symptoms or potential concerns you might want to discuss with your doctors.
- Locate helpful resources and information.