



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."

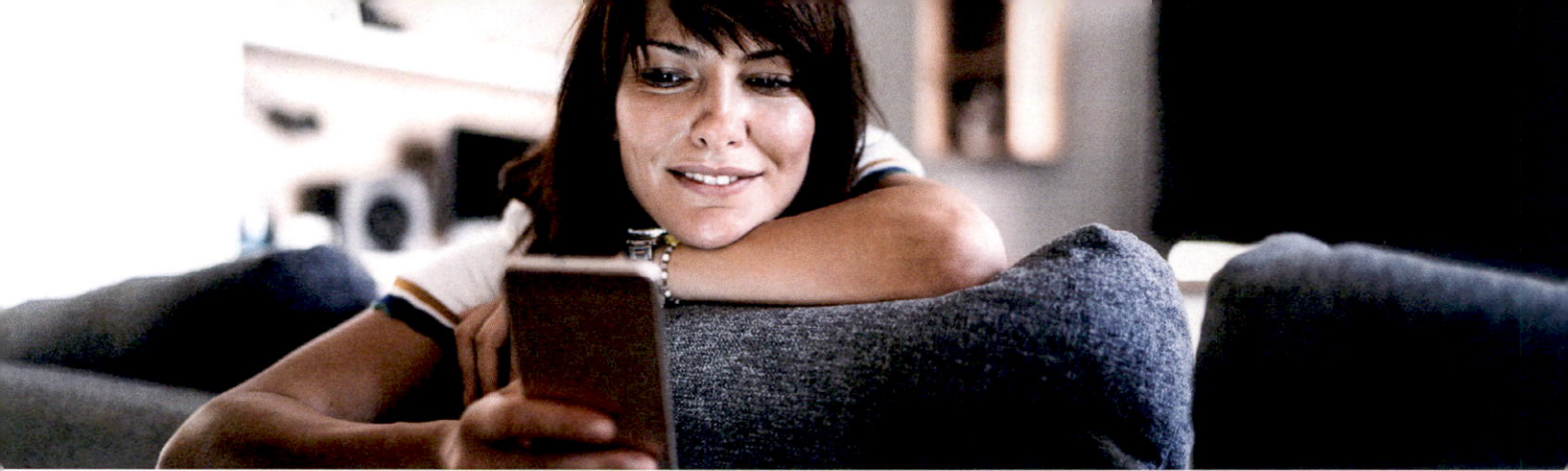
"Sherri was absolutely a pleasure to work with. She was very instrumental in my recovery process."

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

To learn more

Visit the [Wellness](#) 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.



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 dietitians
- 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 health care professionals 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:

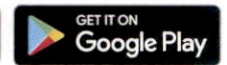
- You can Chat with your care team. Your care manager can answer medical questions. They can also connect you to services. They can give support whenever you need it.
- Your Checklist will have a daily list of tasks to complete and helpful articles to read about your health based upon your unique condition.
- 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.
- Search the library for articles about your health.



It's quick and easy to get started

1. Download the Wellframe app to your mobile device. Your access code will autofill. Here it is in case you need it:
ncdmsupport

[DOWNLOAD THE APP NOW](#)



Available for smartphone and tablet.

2. Follow the prompts to complete the registration process. You'll get a message from your care team after completing the sign up process. (If using an Apple device, click "Allow Paste" when prompted.)

[LEARN MORE](#)

QUESTIONS?

Are you having issues accessing the app?
Email help@wellframe.com.

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) offers the Nurse Support Program for your convenience and is not liable in any way 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 this program at any time without prior notification from Blue Cross NC.

Wellframe is an independent company solely responsible for the services it provides and does not offer Blue Cross or Blue Shield products or services. The purpose of the program is to assist you in maintaining and improving your health. The services and information provided by the Blue Cross NC nurse advocates are intended as a resource and are not intended to provide medical advice. Results are not guaranteed. Before making any decisions regarding changes in your care or medications, be sure to consult your doctor.

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