

BlueCare Connect helps you understand your available health benefits, navigate care options, and get personalized service and support when and how it's needed.


Online, on the app, or over the phone


You can use BlueCare Connect however you prefer. Call a Care Guide or use the new online account and app to:


- **Ask about coverage**, claims, costs, and plan info
- **Access** the wellness program*
- **Get help** finding doctors and scheduling appointments
- **Receive personalized** “next best action” recommendations
- **Connect** with health management programs
- **Find help** for urgent or chronic health needs



One-on-one service and support

 **Care Guides** are available by phone or live chat to answer health plan questions and assist with care needs—like finding an allergy specialist, scheduling an overdue mammogram, or learning about diabetes prevention programs.

 **Registered nurses** can address health-related questions, evaluate urgent care needs, and suggest appropriate sites of care.

 **Certified health coaches** can help with nutrition, fitness, stress management, and other health goals.



Available in January 2025

BlueCare Connect launches in January 2025 for all members (except those with Medicare plans). *Scan the QR code to learn more.*

*Not all employer-sponsored BCBSRI health plans include BCBSRI wellness and/or pharmacy coverage. If you get your insurance through your employer, speak with them if you have questions.

**For members with an HSA-eligible plan



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