

Care Guides

Expert support for navigating care, benefits, and next steps for your health.

A personal health care advocate

When it comes to your health, even small questions can feel big. BlueCare Connect Care Guides are nurses and benefits experts who can help you navigate care, understand your coverage, and make informed decisions for your health.



Care Guides can help you:

- Find in-network doctors, specialists, and facilities
- Schedule appointments and coordinate care
- Connect you with a nurse for clinical questions and guidance
- Understand your health plan benefits and coverage
- Navigate referrals, prior authorizations, and claims
- Provide guidance when you're not sure where to start

What you can expect

- ✓ **Expert, one-on-one support**
Receive personalized guidance from nurses and benefit experts.
- ✓ **No cost to you**
Included in your BCBSRI health plan benefits.
- ✓ **Support that fits your schedule**
Talk with a Care Guide by phone or send a message in BlueCare Connect – Monday to Friday, 8:00 am - 8:00 pm ET.

Connect with a Care Guide today

Call (800) 637-3718 or log in to your BlueCare Connect account.



Not registered? Scan the QR or visit BlueCareConnectRI.com.