



If you have a chronic health condition, Blue Cross of Idaho's Condition Support (CS) program can help you manage it at all points along your healthcare journey.

Members who are eligible for CS can work directly with a care manager for health coaching if they have been diagnosed with:

- Asthma
- Diabetes
- Chronic obstructive pulmonary disease (COPD)
- Coronary artery disease
- Congestive heart failure

Eligible members can work with a care manager who will coach them and create a personalized care plan. Care managers make sure members get the education, resources, coaching and coordination of care they need to better manage their condition(s).

Whether it's through healthy diet and exercise, following medication instructions, regular monitoring, or lifestyle choices, CS can help members reach their best health.

Health depends on many factors: financial and job security, support systems, family and friends, plus emotional and physical health. We take all of this into account when we partner with members.

#### Condition Support services:

- Regular health and lifestyle newsletters to keep you up-to-date on the latest information about your condition(s) and ways to manage your health
- Online coaching tools, like videos and educational materials
- Help finding local support groups and community resources
- Care management from a licensed healthcare professionals who will work with you one-on-one over the phone to help you set and achieve individual health goals
- Help collaborating and coordinating care with your physician(s)

To learn more about this program:

Please call 208-387-6924 or toll free at 800-627-6655 (TTY 800-377-1363).

You can also email [caremanagement@bcidaho.com](mailto:caremanagement@bcidaho.com).