

Questions or concerns?

Please contact:

Blue Cross and Blue Shield of Vermont
 P.O. Box 186
 Montpelier, VT 05601-0186
 (800) 344-6690
www.bcbsvt.com
 click [here](#) for email contact

Other topics of interest:

You can also receive PATH points for seeking care coordination through BCBSVT's Integrated Health Program. Click on the logo below to visit the PATH webpage.

Blue Cross and Blue Shield of Vermont provides administrative services and does not assume any financial risk for claims.



Health NAVIGATION

Creating care connections—free and voluntary health management services

Do you, or one of your dependents, manage a chronic or acute condition and wish someone would help you navigate your benefits and the health care system?

We are here for you

Blue Cross and Blue Shield of Vermont will help you achieve and manage your health at any stage of life—from birth to end-of-life care.

Through our free, integrated health programs, you'll connect with a licensed nurse or social worker and experience personalized support to help you find the right care at the right time regardless of your age, sex or gender identity.

We look at the 'whole you' including physical, emotional and social factors. We then build an individualized plan to help you navigate the health care system – finding a doctor, coordinating your care, explaining your benefits and estimating your treatment costs.

Our registered nurses and licensed social workers will create treatment plans and coordinate resources, including coordinating your care with your providers on your behalf, that improve care for each participant.

And, they have cross-disciplinary medical, mental health and substance abuse treatment expertise—our integrated health team looks at the physical manifestations of disease, any emotional effects and other possible co-occurring conditions. In a sense, they look at the 'whole you.' Then, they build an individualized plan that helps you navigate your health care options.

Please note your unique situation may not fall into any of the examples listed in this document. Please contact BCBSVT's integrated health team to see if they can help you better manage your care.

If you have a chronic or acute condition please contact the integrated health team. Here are some examples of chronic conditions:

- Traumatic injury
- Depression
- Anxiety
- Eating disorders
- Catastrophic health events
- CIDP
- Crohn's Disease
- Cystic Fibrosis
- Dermatomyositis
- Gaucher Disease
- Hemophilia
- Lupus
- Multiple Sclerosis (MS)
- Myasthenia Gravis
- Parkinson's Disease
- Polymyositis
- Rheumatoid Arthritis
- Scleroderma
- Seizure Disorders
- Sickle Cell Disease
- Ulcerative Colitis
- Asthma
- COPD
- Diabetes
- Heart disease, or coronary disease
- Heart failure

To self-refer and speak with a registered nurse, licensed social worker or behavioral health counselor, please call (800) 922-8778, option 3, then, option 2. You may also visit our website at www.bcbsvt.com/casemanagement.



Better Beginnings® our maternity support services —

BCBSVT's popular program helps expectant moms create the healthiest, happiest start for their babies. To learn more about Better Beginnings program or to enroll, please click [here](#).

Cancer support services — Being diagnosed with cancer is a life-changing event—one that affects you physically as well as emotionally. BCBSVT's registered nurses and licensed social workers are here to help you and your family during this challenging time.

Addiction support services — Many Vermonters know someone affected by substance abuse. BCBSVT feels that we can play an important role by connecting members in need to important resources. If you or a loved one is struggling with addiction, be certain to call the integrated health case management team. BCBSVT's can connect you to the providers, community and care you need to help fight addiction.

Transgender support services —

When you call Blue Cross and Blue Shield of Vermont with questions about gender reassignment services (GRS), you'll be connected to a dedicated case manager.

End-of-life support services —

When facing the end of your life, it is important to know about available resources and support that can help you understand your options.



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To enroll, visit our secure [site](#).