



Who can receive personal health support services?

You may qualify for personal health support if you or a family member has one of these conditions:

- Asthma
- Diabetes
- Coronary Artery Disease (CAD)
- Chronic Obstructive Pulmonary Disease (COPD)
- Heart Failure

Personal Health Support Services

For You and Your Family

Premera Blue Cross Blue Shield of Alaska is pleased to tell you about our personal health support services. These services help eligible members and their families improve their health and health condition. Both Premera and your employer want to promote better health, better quality of life, and peace of mind about your healthcare coverage. We believe our personal health support services can make a difference.

Why do we offer personal health support services?

We know that chronic health conditions can be both physically and mentally stressful. Our services give private support to affected members and their families.

Our services teach people how to work with their doctors and other care professionals to better manage chronic conditions.



We know the territory.



How do these services work?

If you qualify, we'll mail you a welcome letter. Then, one of our personal health coaches will call you to tell you more about these services and suggest that you join. Our health coaches are trained clinicians — nurses, behavior health specialists, and dietitians. We've designed the program to work along with your own doctor and any treatment you may be receiving.

Your health coach will offer to help you manage your chronic health condition. This help will include suggestions about lifestyle changes, support plans, plus medication and testing schedule reminders. Follow-up will include scheduled care calls, reminder mailings, newsletters, and other support. You will also have toll-free access to a health coach.

How do you take part in these services?

If you qualify, based on your claims information, we will enroll you. Taking part is always voluntary. You may decline at any time, either during our first phone call or later.

PersonalHealthSupportCoach@Premera.com
866-756-2050



Is your health information private?

Both Premera and your employer are concerned about your privacy. We will never share your or your family member's health information with your employer. Your health information is always kept private.

Do we charge extra for these services?

There are no costs to you for our personal health support services.

What is our commitment to better health?

We know that the best healthcare is about more than just dollars and cents. It's a pledge to work with you, wherever you are on your health journey. With your employer, we want you to have better health and peace of mind. Premera's personal health support services can help you toward that goal. If we invite you to join, we hope you will take part.