

Registered Nurse Health Coaches

Support when you need it



At Independence Blue Cross (IBX), our top priority is making sure our members get the quality care they need. Set, achieve, and maintain your health goals with an IBX Registered Nurse Health Coach, available 24/7/365 — **at no cost** to you!

How can they help?

Our Nurse Health Coaches will work with you to navigate your health journey. They can give you health and wellness tips and help you:

- understand your diagnoses and manage your symptoms;
- set and follow your treatment plans and implement healthy lifestyle changes;
- prepare for visits and discussions with your providers;
- transition from hospital to home;
- manage your medications; and more.

Our Nurse Health Coaches specialize in different areas, like oncology, cardiology, diabetes, and more. They may refer you to our certified social workers and case managers. They can also help find community resources.

To speak with a Health Coach, call **1-855-332-3102** (TTY/TDD: **711**) 24 hours a day, 7 days a week. To learn more, visit ibxmedicare.com/healthcoach.

About our Nurse Health Coaches

Our local Nurse Health Coaches have a strong understanding of the communities where our members live. They are committed to serving our members and helping them achieve their best overall health and well-being.

Many on the team have over 20 years of experience in direct patient care and hold case management certifications (CCMs).

We require that all our Nurse Health Coaches be registered nurses with a minimum of three to five years of clinical experience in a hospital or other health care setting. They must also have strong clinical thinking, customer service, and telephonic communication skills.



Meet Lisa!

Lisa has been with IBX since 2001 and oversees our Registered Nurse Health Coach and Case Management programs.

A licensed social worker with over 30 years of health care experience, Lisa is passionate about making sure our members have access to our case management resources for getting care.

You have the right to opt in or opt out of these services. Simply advise your Health Coach or case manager at any time if you wish to end your relationship with them. You may also call the number on the back of your member ID card and ask that you not be contacted by a Health Coach in the future.

Independence Blue Cross offers products through its subsidiaries Independence Assurance Company, Independence Hospital Indemnity Plan, Keystone Health Plan East, and QCC Insurance Company — independent licensees of the Blue Cross and Blue Shield Association.



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