

# BlueCares VIP Service

This new service connects you directly with your own health care assistant – a real person who will help you navigate everything from simple benefits questions to critical care needs, and everything in between.

## What **BlueCares VIP** can do for you:



### **Provide expert guidance**

Get the most from your benefits with a team that knows your plan and health history and will tailor recommendations to your specific needs.



### **Coordinate care**

Your health care assistant can help you find the most appropriate type of in-network doctor for your medical needs, so you pay the lowest out-of-pocket costs.



### **Answer your questions**

Need an ID card? Curious about a cost or claim? Need to know where to go for care? Your health care assistant can answer your questions through our app.



### **Solve and simplify**

Health care can be complex. Your health care assistant helps with the hard part so you don't have to.



**BlueCross  
BlueShield**  
Nebraska



# BlueCares VIP Service

Putting **personal care** into health care.

## Your own health care assistant

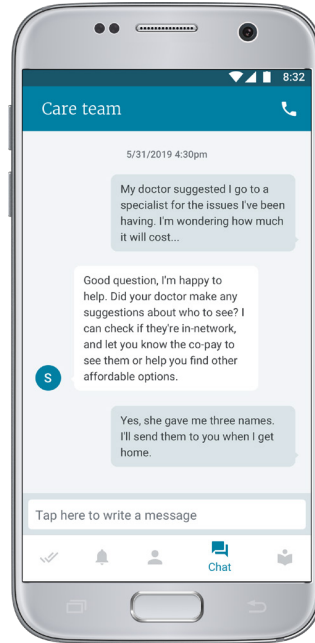
Dedicated service from a real person

## When you need them

Available to text or chat – whatever is easiest for you

## For any health or benefit issue

Get new ID cards, understand your statements, find providers, manage medical concerns and more



*"I was surprised to talk with a real person, and not a bot. I got my questions answered and found the care I needed."*

*– BCBSNE member*

## It's free and easy to use!

Download the Wellframe app and register for BlueCares VIP service today

Enter access code **SMS** and your member ID



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