








Extra help when you need it most

Personal health advocates

Health issues can come up at any time. When they do, we're here to help – quickly, confidentially, and at no cost to you.

Your personal health advocate can:

-  Help you find hospitals, doctors, and dentists
-  Research health care costs
-  Assist with scheduling appointments with hard-to-reach specialists
-  Untangle claims, billing, and payment issues
-  Provide information about elder care
-  Request transfer of medical records, X-rays, and lab results
-  Offer clinical support to answer questions about symptoms, medications, and explain health conditions

... and much more

 Just call us at the Customer Service number on the back of your member ID card.



**BlueCross BlueShield
of Western New York**

A division of HealthNow New York Inc., an independent licensee of the BlueCross BlueShield Association.

10659_WNY_04_16_r1