



# total health and wellness

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Programs exclusively for our Blue Shield members

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## NurseHelp 24/7

Talk to a registered nurses anytime

Maybe you have stomach cramps and need some advice on the weekend. Or your child is running a temperature late at night. NurseHelp 24/7<sup>SM</sup> connects you to a registered nurse who can answer your health questions right away. NurseHelp 24/7 offers you around-the-clock support online or by phone from nurses who can give reliable information about minor illnesses and injuries, chronic conditions,

medical tests, medications, and preventive care. This program offers a convenient alternative when it's not an emergency. Members can call NurseHelp 24/7 at **(877) 304-0504**, or chat online with a nurse by logging on to **blueshieldca.com** and selecting *Health & Wellness*.

## LifeReferrals 24/7

When your job or personal life is weighing on your mind, you have someone to talk to. With a phone call, you'll have access to support and advice from experienced professionals. This service provides support in all areas of life – from relationships, child and elder care, to financial and legal issues. If you live in California, you can receive three face-to-face counseling sessions with licensed therapists in each six-month period – at no extra charge.

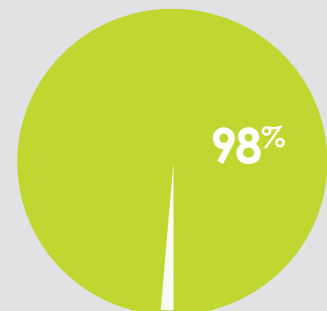
The LifeReferrals 24/7<sup>SM</sup> team is available to discuss your concerns and guide you to possible solutions anytime, day or night, at **(800) 985-2405**. All of the services and referrals to resources are confidential.

### Experience their satisfaction

Ninety-eight percent of members are highly satisfied with LifeReferrals 24/7.

Blue Shield of California Satisfaction Survey Report, 2010.

highly satisfied



# your **total** health and wellness

From preventive care to recovery care – we'll help  
you every step of the way.

If you have any questions about these health and wellness programs go to **blueshieldca.com**, or you can call the customer service number on your Blue Shield member ID card.

We are ready to help you.