



Signature Service



WE'RE HERE FOR YOU

With personalized customer support

Signature Service Customer Solutions Experts can help you understand your health plan and its benefits, manage complex health situations and even find lower-cost care. Consider us your 'go-to' resource for questions regarding your health insurance plan, or your health care needs in general. Learn more at BlueCrossNC.com/SignatureService.

Our Customer Solutions Experts will handle all your service-related needs including billing and claim issues or other benefit concerns. We'll call providers on your behalf, help you locate a pharmacy with lower-cost prescriptions, and coordinate your care needs.

Why This Matters to You

We provide support and recommendations to help you make the best health care decisions for you and your family.

- + If you need help planning a major medical procedure like hip or knee replacement surgery, Signature Service can be with you from pre-authorization to post-procedure follow up.
- + Nurse Advocates can guide you or covered family members through serious medical situations.
- + Or if you need guidance with the Blue ConnectSM member website, Signature Service is there to help you log in and use the self service tools to view your benefits, search for a provider, and compare costs of prescription drugs and common procedures.
- + Signature Service may also reach out to recommend helpful programs designed to maintain and improve your health.

We give you peace of mind when you need it most.

To learn more

Call the dedicated number on the back of your ID card Monday – Friday, 8 a.m. – 9 p.m. ET. Or log in to BlueConnectNC.com to send a secure email or chat live.

©, SM marks of the Blue Cross and Blue Shield Association. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross and Blue Shield Association. U21651, 11/19



BlueCrossNC.com/SignatureService



**BlueCross BlueShield
of North Carolina**