Let's Get Some Professional Advice
We offer you the convenience of a 24 hour-per-day/7 days-per-week health coaching line for those times when you need information or advice right away. Every hour of every day, you have direct phone access to a medical professional who can assist you in researching conditions and treatments and providing symptoms management. The health coaching phone number is 1 (800) 348-9786. The TTY number is 1 (800) 421-1220.

Let’s Learn About Health
Visit our website at excellusbcbs.com to gain access to information on more than 6,000 health topics. A wide range of medical information is available to you with just a few clicks of your mouse. Expand your knowledge about symptoms, conditions and medications. The more you learn about health, the more likely you are to be as healthy as you can be.

Make The Connection
If you have a chronic or complex condition, you may get a call from us. Our programs have been developed with input from doctors in the communities we serve, and your doctor may refer you to us. You are the most important member of your health team, so please call us if you feel there is something we can do to help you. Contact our Member Care Management team between 8:00 a.m. and 4:30 p.m. EST at 1 (800) 860-2619. The TTY number is 1 (800) 421-1220.

"An ounce of prevention is worth a pound of cure." - Benjamin Franklin

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Let’s Be Healthy

If you have a chronic illness, you are not alone. Chronic conditions have become a big problem for Americans, and we spend the majority of all health care costs trying to control them. The good news is that, with proper care, most of these conditions can be improved or at least managed so they don’t get worse. Excellus BlueCross BlueShield offers specialized programs for members with diabetes, coronary artery disease (heart disease), congestive heart failure, chronic obstructive pulmonary disease (lung disease), asthma and depression. Our health care professionals will help keep you on track with your doctor’s treatment plan and encourage you as you work on taking good care of yourself.

Total Health Management

Simply by being an Excellus BlueCross BlueShield member, you have access to health care professionals and resources to help you live a healthier life. Our suite of health management programs is available to you at no additional cost.

A House With Many Rooms

No matter what your current health status, we can help. If you are healthy, we can help you stay that way. If you have a chronic illness, we can help you manage it better. If you have a more serious illness, we can help you maintain or improve your quality of life.

The Power Of A Team-Based Approach

We are committed to the idea that overall health and well-being takes a team approach. One of our main goals is to keep lines of communication open between you and your doctor. Our team will help coordinate the different resources needed to maintain or improve your health. We are here for you, because we realize that you are the most important part of our team.

Let’s Stay Healthy

Benjamin Franklin had it right when he said, “An ounce of prevention is worth a pound of cure.” We’ll help you stay in tip-top shape by sending you reminders about preventive health screenings and immunizations. We’ll also provide you with materials and resources to help you make the most out of your health care benefits. That way, you’ll have the information you need to avoid the most common health conditions affecting Americans today.

Let’s Get Better

Serious conditions such as cancers and neurological diseases require time, energy and financial resources to follow your health care teams’ treatment plan. If you have one of these illnesses, we can help you get access to the best resources for improving your quality of life. Working with you, your caregiver and your doctor, we can provide valuable information and suggest ideas for improving your health. You should be using your energy to get well instead of trying to navigate an often confusing health care system on your own. We are in the health care business, and we do this every day. Let us use our knowledge and experience to get you the best care possible.