

2009 Customer Resource Cards

HELPFUL HINTS

Keep these cards handy to help you work toward better health.

Find out what you can do online by keeping this helpful reference close to your computer. Visit the BCBSNC Web site to take advantage of these tools and resources available anytime at bcbsnc.com/memberservices.

Note: Services available vary by plan type and benefit options. Not all services are available to all plan types.

¹ Some of the member services may be utilized only by the primary subscriber on your policy.

Help and information are available online at www.bcbsnc.com/memberservices. Bookmark the Web site on your computer.

Member services tip — For easy access to the tools listed below, pick a login name and password that you can remember or write it down here:

User ID _____

Password hint _____

Manage your account

Request an ID card, change your contact information and more.¹

Benefits and claims

View your claims, check your benefits, download forms and more.¹

Footnote information is on attached page.

Check out these services

Fold here and keep with your BCBSNC ID Card. ☒

Keep this card with your BCBSNC ID Card

to help you get the most out of a visit to your doctor. If you can't always think of the questions you need to ask, this card can do it for you!

- + What caused my condition?
- + Which medications or other treatments do you recommend? How will they help? Are generics available?
- + Will there be any side effects?
- + Can lifestyle changes help my condition?
- + Should I avoid certain medicines, activities or foods?
- + What kind of tests do I need and why?

Questions to ask your doctor

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bcbsnc.com/memberservices²

Doctors, Rx and hospitals

Find, compare and rate doctors, plus get information on drugs and health facilities.

Health programs

Enroll in a program to help you get started on your plan for better health.

Health resources

Plan for health care costs, get advice from a specially trained nurse, locate a top-performing facility and more.

Rewards and discounts

Earn prizes for healthy activities or get discounts on things like vitamins, massages and Lasik surgery.



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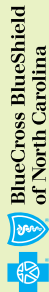
Footnote
information is on
attached page.

² BCBSNC provides these online tools, programs and discounts for your convenience and is not liable in any way for the information, goods or services received. Some online tools, programs and discounts are provided by third-party vendors independent of BCBSNC. They are meant to be used for reference only. BCBSNC reserves the right to discontinue or change them at any time. Decisions regarding your care should be made with the advice of your doctor. Discounts may not apply to all health plans.

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For every doctor's appointment

- + Make a list of questions and concerns you have. Include symptoms you may be having and when they began, how often they occur, how long they last or if they're worsening or improving.
- + Make a list of all the medications and supplements you take or bring them with you.
- + It's important to talk with your doctor about anything that might be affecting or be affected by your health. This may include sensitive subjects.
- + Bring along paper for taking notes.



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Know your numbers

Your daily food guide⁵

What are your health goals? Use these cards to remind you of some important ones, such as managing your cholesterol and blood pressure.

Please fold here and keep in your wallet. ☒

Knowing the recommended goals

for key vital signs, including blood pressure, cholesterol, body mass index and blood sugar, can help you live a healthier lifestyle. Focus on these four risk factors and talk to your doctor about what your numbers really mean for you.

³ Source: National Heart, Lung and Blood Institute
www.nhlbi.nih.gov/hbp/hbp_intro.htm

⁴ Source: National Heart, Lung and Blood Institute
www.nhlbi.nih.gov/health/dci/Diseases/Hbc/HBC_Diagnosis.html

Hang this up on your refrigerator to remind you of what to eat and how much. For a 2,000-calorie diet, you can eat 6 oz. of grains, 2 ½ cups of vegetables, 2 cups of fruits, 3 cups of milk and 5 ½ oz. of meat and beans every day.

⁵ Source: U. S. Department of Agriculture
www.mypyramid.gov/tips_resources/index.html

Blood pressure basics³

High blood pressure can lead to stroke and other severe health problems.

- + High: Systolic 140 mm Hg and/or diastolic 90 mm Hg or higher. Your doctor can help you control your blood pressure and get it to normal levels.

Write your blood pressure here: _____

Cholesterol check⁴

Uncontrolled cholesterol is a major risk factor for heart attack and stroke.

- + LDL ("bad" cholesterol): Ask your doctor what level is optimal for you.
- + HDL ("good" cholesterol): Higher levels may protect against heart disease.
- + Total cholesterol: 240 mg/dl or higher is high. Contact your doctor for more information.

Write your numbers here: LDL _____ HDL _____

Source information is on attached page.

Grains: Eat whole grain bread, cereal, crackers, rice or pasta.

Vegetables: Eat more dark green and orange vegetables.

Fruits: Choose fresh, frozen, dried or canned. Go easy on fruit juices.

Milk: Go low-fat or fat-free. Choose lactose-free products if necessary.

Meat: Choose low-fat or lean poultry products. Bake it, broil it or grill it.

To learn more about the right foods for you, go to **MyPyramid.gov**.

Source information is on attached page.

Put portions into perspective⁸

Portion sizes should look like:

- + 1 ounce cheese: size of 4 dice
- + 1 ounce bread: 1 slice
- + 3 oz. meat: size of a deck of cards
- + 3 oz. fish: size of a checkbook

One serving looks like:

- + Medium apple: size of a tennis ball
- + 1/4 cup dried fruit: small handful
- + 1 cup lettuce: four leaves
- + 5–6 baby carrots

Check food labels for serving sizes.



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Source information is on attached page.

Know your numbers

What's your BMI?⁶

Body mass index (BMI) is one calculation used to determine healthy weight.

- + Healthy weight: 24.9 or lower
- + Overweight: 25–29.9
- + Obese: 30 or higher

Write your BMI here: _____

Understand your blood sugar⁷

Having high blood sugar puts you at risk for diabetes, especially if it's greater than 125. Ask your doctor what your level is.

Write your blood sugar here: _____



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Source information is on attached page.

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BCBSNC is dedicated to helping you improve your health.

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6 Source: National Heart, Lung and Blood Institute www.nhlbisupport.com/bmi
7 Source: American Diabetes Association www.diabetes.org/about-diabetes.jsp

8 Source: American Cancer Society, Inc. www.cancer.org/docroot/PED/content/PED_3_2x_portion_control.asp