



Monthly Mix

Navigating care for chronic conditions

April 2026

If you're living with an ongoing medical condition, we want to make sure you're getting the support you need

Our benefit partners can help guide your care and connect you with helpful resources. Whether you're newly diagnosed or living with a chronic condition, they can help answer questions, provide guidance, and assist you as you manage your health over time.

» Collective Health can help

As the plan administrator for our Highmark BCBS plans, Collective Health can assist you when your healthcare journey gets tough. For medical and pharmacy needs, the **Care Navigation Team** is staffed with dedicated nurses, pharmacists, and other medical specialists who can offer support to:

MANAGE YOUR CARE:

- Support you in talking to your doctors.
- Help you understand your medication needs.
- Make sense of your treatment plans.
- Learn more about your benefits.

MAKE A PERSONALIZED PLAN:

- Help you set goals to improve your quality of life.
- Build a customized care plan around these goals.
- Get support in achieving priorities that matter most to you.

» How support looks in action

When you reach out, the Care Navigation Team will take the time to understand your questions and provide thoughtful, personalized support.

Here's a sample scenario: An associate reaches out to the Care Navigation Team to discuss an upcoming surgery, and a newly prescribed medication for a chronic condition.



HOW THEY HELPED:

- Supported the associate in navigating their upcoming surgery, including identifying if their surgeon and facility was in-network.
- Took the time to walk through the new diagnosis and prescribed medication to support the associate.
- Connected them with a dietitian for added, post-operation support.



NEED HELP?

COLLECTIVE HEALTH'S CARE NAVIGATION TEAM IS READY TO SUPPORT YOU.

Visit my.collectivehealth.com, scan the QR code, or call: 1-855-242-5559

ADDITIONAL SUPPORT

Collective Health can also connect you to:

Accredo
By EVERNORTH®

» Specialty Pharmacy

Express Scripts® by Evernorth manages our day-to-day pharmacy needs, but **Accredo** is our vendor for specialty medications.

Specialty medications are used to treat chronic, complex conditions, and may require special handling.

Accredo pharmacists and nurses can help guide you through treatments, manage possible side effects, and coordinate delivery of medications to your home.

 **Teladoc**
HEALTH

» Virtual care when symptoms arise

Access to board-certified doctors 24/7. If symptoms emerge or you need quick medical advice, you can connect with a provider from the comfort of home.

 **2nd.MD**
BY ACCOLADE

RICH'S

» Expert second opinions for important health decisions

If you receive a diagnosis, are considering surgery, or reviewing a treatment plan, 2nd.MD connects you with a leading specialist by phone or video to review your diagnosis and treatment options at no additional cost to you.

Spring Health 

» Mental wellbeing

Living with ongoing health issues can affect more than your physical health. You and your family can access confidential mental health and wellbeing support from Spring Health, including therapy, coaching, and personalized resources.



Reach out to Spring Health anytime at **1-855-629-0554** or scan the QR code to get started.



LOOKING FOR MORE INFORMATION?

Visit MyRichsBenefits.com by scanning the QR code and filter by provider.