

# Condition Manager powered by Journi

## Managing a chronic condition can be extremely challenging. We're here to support you.

Whether managing your own chronic condition or that of a loved one, your Regence health plan offers Condition Manager powered by Journi, at no additional cost to you.

### Who is the Condition Manager program for?

This program offers valuable support and information for Regence members and their dependents who live with **coronary artery disease** (CAD), **heart failure** (CHF), **chronic obstruction pulmonary disorder** (COPD), **asthma** or **diabetes** (Type 1 or 2).

### Why should I participate?

Staying on top of a chronic condition can help optimize health and avoid unnecessary hospitalizations and ER visits. This program gives you the benefit of a knowledgeable and trusted source to help you better understand and manage conditions.

### What does this program provide?

The Condition Manager program empowers you to manage your chronic condition, delivers a personalized experience based on individual needs and lightens the burden of staying on top of your care. All aspects of the program are specific to your condition, including:



**Self-serve education:** Access to [cm.journi.com](http://cm.journi.com), where you'll find ways to stay healthy and manage your condition every day, plus find information and videos on topics like healthy eating and stress management (available in English and Spanish).



**Proactive outreach:** Personalized information and education about your condition via a newsletter, sent directly to your home by mail. Some members may receive support calls by phone from Care Guides or nurses.



**Support when you need it:** An integrated, compassionate care team of nurses, pharmacists, Care Guides and health coaches can provide advice and care plans tailored to your personal health needs through the Journi app. This includes Care Guide access, 24/7, via chat.\*

### How do I participate?

You will be enrolled in the Condition Manager program if/when your health care provider treats you or your dependent for a chronic condition. In addition to receiving personalized, proactive outreach in the mail, you can:

- **Contact your care team at (833) 521-1411**, Mon–Fri, 5 am–8 pm (PT); TTY users can dial 711.
- **Visit the Condition Manager site** at [cm.journi.com](http://cm.journi.com) for more educational resources or to opt out of the program.

\*Access not available to all users.

For any urgent medical situations, please contact your physician or emergency services.

Regence BlueShield serves select counties in the state of Washington and is an Independent Licensee of the Blue Cross and Blue Shield Association. Journi® is a separate and independent company that provides condition management services for Regence members.