



Condition Support

Get and stay healthy with help from Condition Support

Condition Support gives you the tools and help you need to be your healthiest, even if you have a health condition. You can take part in Condition Support if you have any of the following conditions:

- Asthma
- Diabetes
- Chronic obstructive pulmonary disease (COPD)
- Congestive heart failure
- Coronary artery disease
- High blood pressure
- High cholesterol

Work with a coach

With Condition Support, you can connect with a clinical health coach or registered nurse who's an expert in your condition. Your coach will work with you one-on-one to help you set and meet health goals so you can stay on top of your condition. Your coach can also make sure your providers are on the same page and that you have access to any local resources you may need to be your healthiest.

Use the welldoc® app

The Condition Support program also gives you access to Welldoc – an app that helps you manage your condition.

With Welldoc, you can:

- Connect with your Blue Cross of Idaho clinical coach
- Keep track of your food and see how your eating habits impact your health
- Manage your medications in one place
- Get personalized health tips and resources

Welldoc also pairs with smartwatches and activity trackers, making it easier for you to stay on top of your health. Talk with your coach about how the Welldoc app may help you on your healthcare journey.

Take part in Condition Support

To learn more or enroll in Condition Support:

- Call 208-387-6924 or toll free at 800-627-6655 (TTY: 711)
- Email caremanagement@bcidaho.com

The Welldoc® App includes Welldoc Diabetes and Welldoc Diabetes Rx, which is Software as a Medical Device (SaMD) intended to be used by healthcare providers (HCPs) and their patients – aged 18 years and older – who have Type 1 or Type 2 diabetes. Welldoc Diabetes and Welldoc Diabetes Rx is intended to assist patients in managing their diabetes with guidance from their providers. Welldoc Diabetes Rx requires a prescription. Welldoc Diabetes and Welldoc Diabetes Rx should not be used by patients with gestational diabetes or patients using an insulin pump. Improper use of Welldoc Diabetes and Welldoc Diabetes Rx may result in unsafe recommendations that could result in hyperglycemia or hypoglycemia. Visit welldoc.com for full labeling information.

Welldoc is an independent company that contracts with Blue Cross of Idaho to offer services that promote general wellness and education/self-management of various chronic disease states to eligible members. Welldoc is solely responsible for its products and services. Blue Cross of Idaho is not responsible for the provision of, or failure to provide, any products and services offered by Welldoc.

The privacy and security of your personal information is very important to us. We protect it in accordance with the Health Insurance Portability and Accountability Act and other Federal and state privacy laws.