When Wellmark calls should you answer?



The answer is yes.

When you see Wellmark® Blue Cross® and Blue Shield® on your caller ID, know that a nurse or a Wellmark health support team member may be calling you to help you with your health. Several Wellmark health programs regularly place calls to members.



Case management

For severe, complex and chronic conditions (for example, behavioral health, strokes, brain injuries, complications from diabetes and others), Wellmark provides additional coaching and support from licensed professionals. We want to help coordinate care for you and overcome barriers you may be facing during your recovery. We will talk through care coordination, in-home care, meal delivery or other support.

Pregnancy support

Wellmark offers guidance and support to women throughout their pregnancy and postpartum.

Transition of Care

Wellmark's nurses will contact you for pre and post-discharge follow-up for select hospital admissions to provide education, resources and support. The purpose of these calls is to make sure you are on the path to recovery and have not experienced any new symptoms.

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