



# Your Guide to Stella & NCHIP Concierge

Two resources included with your benefits — each designed to support you in different ways.

## Stella Health Navigation

Nurse-led healthcare navigation and advocacy to help you and your family through the complexities of healthcare.

- Clinical navigation for challenging or complex healthcare journeys
- Finding top providers & specialists
- Guidance navigating Federal & State benefit programs
- Understanding your care options with confidence



## NCHIP Concierge Program

Customer support to help you understand your health plan, benefits, and insurance-related questions.

- Health benefits & claims questions
- ID cards & eligibility
- Prior authorizations
- Support finding cost-effective prescription options
- Help using your health plan tools



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Website: [BlueCrossNC.com/NCHIPconcierge](http://BlueCrossNC.com/NCHIPconcierge)  
Member Portal: [BlueConnectNC.com](http://BlueConnectNC.com)

**Not sure where to start?** Contact Stella Health Navigation!