

WE'RE HERE FOR YOU

With personalized customer support

With Signature Service, you get experts who will help you get the most out of your health care coverage—and prompt answers to your questions.

Providing free access to advisors for expert help finding the best care and cost options; support during complex health issues; and assistance with appointment setting, claims, billing and more!



KEY BENEFITS

- + Direct access to experts over extended hours
- + Medical advice from registered nurses
- + Enhanced support for medical and surgical procedures
- + Help with complex medical situations
- + Appointment setting and claims resolution
- + Assistance with Blue ConnectSM
- + Coordination across all covered services

REACH OUT TO SIGNATURE SERVICE

for enhanced and personalized customer support whenever you need it



Call the toll-free number on the back of your ID card
(Monday - Friday, 8 a.m. – 9 p.m. ET)



Log in to [BlueConnectNC.com](https://www.BlueConnectNC.com) to send a secure email



Log in to [BlueConnectNC.com](https://www.BlueConnectNC.com) and click on Live Chat to get started
Live chat is open Monday - Friday, 8 a.m. – 7 p.m. ET

Our Customer Solutions Experts are your 'go-to' resource regarding your health insurance plan, or your health care needs in general. Learn more at [BlueCrossNC.com/SignatureService](https://www.BlueCrossNC.com/SignatureService).

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides Signature Service for your convenience and is not liable in any way for the services received. Decisions regarding your care should be made with the advice of a doctor. Blue Cross NC reserves the right to discontinue or modify the program at any time.
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SIDE 3

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