
We are glad to have you as part of the Blue Cross and Blue Shield of Florida, Inc. (BCBSF) family and we want to help you get the most out of your health plan. If you have any questions, visit www.MyHealthToolkitFL.com and log in to your My Health Toolkit account. Or simply call the number on the back of your BCBSF membership card.



Essential Advocate[®]

Call anytime for health care advice and guidance



Blue Cross and Blue Shield of Florida, Inc. is an independent licensee of the Blue Cross and Blue Shield Association.

Essential Advocate

Need help with questions about your health? Call Essential Advocate anytime.

While many people look for health information on the Internet, you have a better and more reliable choice. You can call Essential Advocate to get answers to your health care questions and advice when you need it.

Care coordinators are on staff to take your call 24 hours a day. Knowledgeable health advocates will guide and support you when it matters most. Registered nurses are also available to respond to your medical-related questions.

You can call and talk with them about any of these matters and more:

- **Health Problems or Concerns**

Nurses can assist you with minor illnesses and injuries, answer questions about your treatment plans from your doctor, address presurgery concerns and provide information about conditions and diseases allowing you to make an informed decision.

- **Medications**

Have your questions about medication side effects or drug combinations answered.

- **Appointment Scheduling**

Health Advocates can help set up appointments with your health care providers or specialists you may want to see.

- **Cost and Quality Research**

Get assistance using our Web tools, including cost estimates and quality ratings.

- **Find a Doctor or Provider**

Get help locating a doctor, hospital, urgent care center or other health services.

- **Assisted Living or Elder Care**

Get reliable information about nearby facilities about which you may need more information.

- **Community Resources**

Learn about what resources may be available in your town or surrounding area.

How it works

Just call the Essential Advocate toll-free number. The care coordinator will ask you for your name and member ID number. Then you can ask your questions. A care coordinator will connect you with someone who can help you.

Essential Advocate is available to you at no cost as a service of your health plan. Please be sure to add this phone number to your medical contacts list and keep this brochure handy as a reminder.



Essential Advocate
888-521-2583
24 Hours a Day

*Scan this code with your smartphone to
include this phone number in your contacts.*

Note: If you are in an emergency situation or have urgent medical needs, please call 911 or local emergency services or go to a hospital emergency room or urgent care center.