



An Independent Licensee of the
Blue Cross and Blue Shield Association

October 2019

New Phone Number for Care Management

Our Care Management phone number for all products except Medicare Advantage is changing effective October 10, 2019.

Please make note of this new number: **844-730-2583 (844-730-BLUE)**. As with the previous phone number, you will be prompted to leave a message and a member of our Care Management team will return your call.

The Medicare Advantage Care Management phone number is remaining the same, 800-955-5692.

Care Management is Here to Help You

Our care management program complements the care you provide your patients with chronic conditions by reinforcing your treatment plan and providing support with care coordination or case management services.

The focus of the care team, made up of registered nurses, pharmacists, social workers, dietitians and physicians, is to help your Florida Blue patients understand and manage their chronic conditions. Some of the services our care team can provide include:

- Personalized guidance and coordination for health care needs from the simple to the complex.
- Programs and classes to promote chronic condition self-management and attainment of health care goals.
- Assistance in finding community resources to support medical management, transportation, food assistance, financial resources and guidance on how to use their health plan benefits.

If you have Florida Blue patients who would benefit from care management assistance *at no cost to them*, please complete the [Clinical Care Programs Referral Form](#) or call 844-730-2583 (844-730-BLUE).