

## Our Care Team is Here to Help You and Your Patients

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 teams, 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 we 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.

### See How Care Management Makes a Difference

Richard\* is a diabetic. Because of his high HgbA1c, he received a call from Jennifer, one of our care managers, who identified several health management concerns:

- Richard wasn't taking his insulin as directed due to the cost.
- He had stopped testing his blood sugar because he ran out of supplies.
- He stopped exercising due to a blister on his foot. This was of concern as he already had a partial foot amputation on his other foot that had started as a blister.

Jennifer worked with Richard on how to manage his diabetes. She gave him information on the Healthy Blue Rewards program that incentivizes him for obtaining his diabetes screenings, and referred him to CareCentrix to obtain diabetic testing supplies covered under his benefit at no cost to him.

She also collaborated with his provider who prescribed lower-cost insulin that Richard could afford. As a result of the call to his provider, a home visit was made by a nurse practitioner, resulting in a referral to an endocrinologist who ordered new inserts for his shoes as well as a consultation with a dietitian.

Prior to care management intervention, Richard's blood sugar was in the 200s; it's now in the 80s. His HgbA1c was 10.7; it's now 6.8. Richard is eating and feeling better and his foot blister is reabsorbing and intact. We know this because Richard checks in with Jennifer on her direct line. He is happy to report he's back on track.

If you have Florida Blue patients would benefit from care management assistance *at no cost to them*, please complete the [Clinical Care Programs Referral Form](#) or call 800-955-5692 and select option 3.

\*Richard is not this member's real name.