

Care Management Supports You and Your Patients

We know you do all you can to make sure your patients receive the right care at the right time -- especially your patients with multi-chronic conditions.

Registered nurses (RNs), pharmacists, social workers, dietitians and physicians – all part of our care teams – are here to support you. They ensure your Florida Blue Commercial patients receive services available to them, in addition to helping patients understand and manage chronic conditions and reinforcing your treatment plans.

If you have Florida Blue patients who could benefit from care management assistance at no additional cost to them, let us know by completing this Clinical Care Programs [referral form](#) or call us at 844-730-2583 (844-730-BLUE). This may include traditional support for chronic and complex conditions like the example below, as well as the assistance your patients may need for COVID-19 recovery.

See How Care Managers Help

In this example, we share Lucy's journey.* At 30, she has faced numerous acute and chronic conditions and was recently diagnosed with a progressive neurological disease requiring the use of a wheelchair. Lucy has already had several surgeries and receives extensive treatments for these various conditions. She is also likely to have more surgeries.

In addition to her primary care physician, she sees a variety of specialists, each with their own care plans, which can be overwhelming for Lucy.

This is where our Care Management services are helping. During the last few months, Lucy's RN care manager has:

- Managed her durable medical equipment (DME) needs with CareCentrix, our DME provider, including acquiring a new custom, ultra-lightweight wheelchair to help her remain mobile.
- Coordinated needed referrals for her upcoming surgeries and procedures.
- Checked authorization status for diagnostics, scheduled appointments and reviewed medications being ordered.
- Located in-network specialists with the experience needed for her types of care and surgeries.
- Ensured she was aware of available resources to support her emotional and mental health needs.
- Enrolled Lucy in our [Living Well](#) program so she can work with specialists to discuss advance directives and ensure her wishes are in writing.

Lucy is now under the care of a multi-disciplinary team managing her multi-chronic needs. Her RN care manager continues to support her via regular phone calls and follows up with her providers as needed.

*Details have been changed to protect the member's identity.