

Care Management Program Provides Additional Support to Your Patients

Sometimes, even the best medical care isn't enough when the patient isn't able or willing to follow instructions. That's where our Care Management care teams can help.

The focus of our care teams, composed of registered nurses, pharmacists, social workers, dietitians and physicians, is to help your Florida Blue patients understand and manage their chronic conditions. Working with you, our care teams can provide:

- 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

John* thought he was going to have to put the brakes on his career as a truck driver. Diagnosed with Stage IV congestive heart failure and other health conditions, John was in very poor health when he met his Florida Blue care managers, Estella and Felisa.

John had already read the educational materials sent to him by Estella, a registered nurse. These resources and self-help tools are often instrumental in reinforcing the information you've already provided your patient regarding his or her condition. John shared the materials with his cardiologist and together, the two developed his care plan.

While Felisa, his social worker, assisted John in understanding his current and future options regarding his disability, including how to access financial and community resources, Estella helped him understand his prognosis and what he would need to do to improve it.

John credits the emotional support he received from both care managers and the medical care he received from his providers as being the catalyst for his 180-degree change. In a little more than four months, John lost more than 80 pounds, resulting in significant improvement in his overall health.

One Form Starts the Process

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).

*Not this member's real name.