

Care Managers Support Your Patients Recovering from COVID-19 in a Variety of Ways

For patients hospitalized with COVID-19, their loved ones are worried about their health and wellbeing – concerns that do not end when their family member is discharged from the hospital. Families face the long-term health and financial impacts of COVID-19, while also dealing with behavioral health issues. This is where our Care Management team can help.

Care teams, composed of registered nurses, pharmacists, social workers, dietitians and physicians, are focused on helping your Florida Blue commercial patients understand and manage treatment plans and develop self-management skills. They also help your patients with their emotional wellbeing, an area of health that needs extra support during the COVID-19 pandemic.

Care Managers Help in Different Ways

Mike* contracted COVID-19 and unknowingly spread it to both his wife, Beth*, and another relative living with them. Unfortunately, that family member died due to complications of the virus. Mike spent two weeks on a ventilator and Beth nearly a month. Following her discharge, she was moved to inpatient rehab, and after two-months, Mike and Beth were reunited.

Two of our care managers, a registered nurse and a clinical social worker, are helping the couple transition home, ensuring they receive the follow-up medical and behavioral health services they need. This includes connecting them with family social service support, as well as transitioning them to community-based behavioral health services for long-term treatment, as needed.

Mike was having a very difficult time. He was extremely worried about his wife and having issues dealing with the death of the family member who contracted COVID-19 from him. Our social worker is supporting him through the grieving process. Mike and Beth are now recovering – both physically and emotionally with the help of their care managers.

So are Jim* and Ann*. Ann was hospitalized with COVID-19 shortly after her diagnosis. Like so many COVID-19 patients, Ann developed pneumonia. Fortunately, she did not need ventilator support and was discharged with home oxygen after a nine-day stay.

One of our registered nurses is working with Ann, who had recently retired, to make sure she is following her provider's discharge plan. She is also helping relieve the couple's financial stress by reviewing their benefit information, letting them know that between Ann's former employer and Florida Blue, their out-of-pocket expenses would be minimal. Ann has the nurse's ear and direct line and the nurse encourages members and their families, including those who have used her services in the past, to call her if they have questions or just need to talk.

*Not their real names. Individual stories were altered to protect the members' privacy.

Florida Blue is an Independent Licensee of the Blue Cross and Blue Shield Association.

These examples show how our Care Management team helps your patients as they recover from COVID-19. While our focus is on our members, we understand supporting them also involves supporting their families.

Contact Us for Support

If you have Florida Blue commercial patients who could benefit from care management assistance at no additional cost to them, please complete this [Clinical Care Programs referral form](#) or call 844-730-2583 (844-730-BLUE). This includes traditional support for chronic conditions as well as the assistance your patients may need recovering from COVID-19.