

Care Management Helps Your Patients at High Risk for COVID-19 Stay Healthy and Provides Support to those Recovering

During the COVID-19 pandemic, we know you're doing everything you can to ensure your patients receive the care they need. And we want you to know our Care Management team is here to support you.

Our care managers are reaching out with one-on-one support to our commercial members at higher risk for serious complications if they contract COVID-19. They're also helping those recovering from the virus get the medical care and supplies they need.

Care Teams Here to Support You

The focus of the care teams, made up of registered nurses, pharmacists, social workers, dietitians and physicians, has always been to help your Florida Blue commercial patients understand and manage their chronic conditions. Today, more than ever, the care teams are helping your Florida Blue patients follow your care plan while mitigating their risk of contracting COVID-19. They're also helping members who recovered or are recovering from COVID-19 get the support they need.

For example, when Registered Nurse Melissa reached out to a member with diabetes to offer support, she learned the member was running out of insulin syringes. The member's provider's office was closed because of COVID-19 and her pharmacy was unable to help. Melissa researched options and helped the member find an alternative resource to help her get the supplies she needed to draw her insulin from the vials – all at no additional cost and without leaving her home.

Another member who had been discharged after being hospitalized with COVID-19, complained of continued weakness, cough and shortness of breath. When Care Manager Deanne, RN, reached out to him, she learned he was reluctant to leave self-isolation to seek medical care even though his condition seemed to worsen. She helped him set up a virtual visit with his primary care provider who ordered a nebulizer and worked with the member on his post-discharge care. The member's cough is improving, and although he is still weak, he's recovering.

Program Reinforces Treatment Plans through Individualized Support

Our Care Management program complements the care you provide your patients with chronic conditions. The team reinforces your treatment plan and provides support with care coordination or case management services. Some of the services we can help you with include:

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- 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.

Contact Us for Support

If you have Florida Blue patients who could benefit from care management assistance at no additional cost to them, please complete the 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 for COVID-19 recovery.