

## **Chronic Conditions Do Not Stop During a Pandemic** **Care Management Support Now More Important than Ever**

Chronic diseases have not halted because of the COVID-19 pandemic. In fact, it is more important than ever that your patients with chronic conditions maintain their relationships with you and follow your treatment plans to stay healthy. We are encouraging our members to move forward safely and get the care they need.

Our care teams can help with this. The focus of the care teams, composed of registered nurses, pharmacists, social workers, dietitians and physicians, is to help your Florida Blue commercial patients understand and manage their chronic conditions. They reinforce your treatment plans and help your patients develop self-management skills.

Even if they cannot meet with the patient in person, they are just a phone call away to help patients like Byron\*. Byron has type 1 diabetes and works closely with his providers and his Florida Blue care team to control it. That is why a routine phone call to check on Byron turned into a potentially life-saving event.

Registered Nurse Kida Tisdale regularly meets with Byron to help him manage his diabetes. During a recent call, his concerned mother answered instead of Byron. She was worried about her son. Byron's blood sugar had been in the 500 range for several hours and he was becoming incoherent.

Kida advised his mother to call 911. After some persuasion, she did. In the ambulance, the glucometer could not register Byron's glucose level. Later blood work showed a level greater than 900. Because of the prompt action of our Care Management team, Byron is now in stable condition recovering in part from an intestinal infection. His most recent glucose readings are in the 150-170 range.

### **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:

- 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 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 for COVID-19 recovery.

\*Not his real name