When Your Patients Need Some Extra Support, Care Management Can Help

When your Florida Blue patients need some extra help or support, our Care Management program is here. Care Management complements the care you provide your patients with chronic conditions by reinforcing your treatment plan and providing support with care coordination or case management services.

Our team of registered nurses, pharmacists, social workers, dietitians and physicians, can help your Florida Blue patients understand and manage their chronic conditions. Working with you, they 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.

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).

Read About How Our Care Management Team Helped Jill

Despite appropriate anticoagulation therapy for her recurrent deep vein thrombosis (DVT), Jill* still ended up in the hospital. After her discharge, Jill began working with Teri, her Florida Blue care manager, to ensure she followed her provider’s treatment plan to manage her condition, including taking her medication as directed. One of these drugs was Arixtra (fondaparinux) for DVT therapy.

Arixtra is not commonly stocked in most retail pharmacies. It also falls under our Quantity Limit program, which is based on the most current CHEST Guidelines for Antithrombotic Therapy in Venous Thromboembolism published by the American College of Chest Physicians. Those guidelines don’t have clear direction or recommendations for patients like Jill who have failed therapy because of recurring DVTs while on oral anticoagulant therapy and low-molecular-weight heparin. Jill’s case was unique.

When Jill’s prescription was close to running out, she contacted Teri. This triggered the Florida Blue collaborative Care Management team into action to ensure Jill got the medications she needed when she needed them.
Teri first turned to Dominic, one of our Care Management team pharmacists, to discuss Jill's circumstances. Dominic contacted Jill’s hematologist who confirmed her need to indefinitely continue the Arixtra due to the recurrent DVTs – even while on appropriate oral anticoagulant and anticoagulant/antiplatelet therapies. With this information, Dominic worked with Ana, a pharmacist on our Pharmacy Operations team, to get a quantity limit override put in place for Jill. This ensured she was able to get her Arixtra shipped to her from a specialty pharmacy in time to avoid a potential hospital admission from another DVT/pulmonary embolism.

Thanks to collaboration between Florida Blue and her physician, Jill now receives her Arixtra from the specialty pharmacy each month to avoid missing any doses. She also has peace of mind knowing that her physician and her Florida Blue Care Management team are there to support her.

Examples of How Care Management Helps
In previous provider bulletins, we’ve shared examples of how a member with diabetes and another with congestive heart failure benefitted from care management.

*Not her real name