



An Independent Licensee of the Blue Cross Blue Shield Association

CARE MANAGEMENT AND SUPPORT



Members with newly diagnosed, chronic, or complex conditions can get timely and relevant information, guidance, and individualized clinical support to improve their health. Our teams partner with members, supporting their well-being across the continuum of care and at every stage of their health journey.

Following is a description of care programs available at no additional cost to our members.



HEALTH MANAGEMENT

We help identify members at risk in the early stages of their condition and surround them with support and resources to help improve their health. In many cases, members are able to effectively self-manage their condition within the first 90 days of working with care managers.

By engaging in early intervention, members with newly diagnosed health conditions can significantly reduce the risk of developing condition-related complications later on.

Engagement is critical so we communicate through multiple channels to encourage ongoing participation, including texting and video calls.

Individualized Member Help:

- Awareness
- Education
- Personalized coaching
- Lifestyle changes

Members who have a chronic condition can participate in the program through several methods:

- Self or auto-enroll after a recent diagnosis of a chronic condition
- A referral by primary care or treating providers
- Identification of a gap in care and a new diagnosis through claims data
- Family members or caregivers
- The human resources department (for self-insured clients)

Examples of conditions with high risk implications are:

- Asthma
- Diabetes
- Congestive heart failure
- Coronary artery disease
- Chronic obstructive pulmonary disease
- Kidney disease



CARE MANAGEMENT

When a complex or chronic condition such as a serious accident, cancer diagnosis, or high-risk pregnancy impacts a member, we may assign a Care Manager to help.

Care Managers advocate for members, working one-on-one with them to help them make the best choices for their care.

Members engage, learn more, and build confidence about managing their condition with our evidence-based member education solution that makes complex information simple and approachable.

Care Managers help members:

- Understand their condition and risk factors
- Coordinate care across providers
- Connect with community resources
- Understand benefits



Our Care Managers are registered nurses and licensed behavioral health professionals with an average of 16 years' clinical experience in specialty areas such as oncology, behavioral health, cardiology, neonatology, rehabilitation, etc.



TRANSITION OF CARE

Transitioning home from a hospital stay can be challenging – especially for members who have been identified as high-risk for possible multiple admissions and readmissions.

We will assess the need for home healthcare services, and help find providers that are in-network, if needed.

We work with eligible employees to ensure they:

- Are taking medications as prescribed
- Keep follow-up doctor appointments
- Follow the doctor's discharge plan
- Have access to any durable medical equipment (DME) and/or medications they need
- Contact providers in their plan's network

For more information about our Care Management Programs contact your Health Promotion Executive.



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