

# CareEssentials



*Keeping you healthy. Making you well.*

CareEssentials is a care management program that integrates Prevention, Utilization Management, Disease Management and Case Management to provide you with the resources to make intelligent health care decisions.



## PREVENTION

CareFirst BlueCross BlueShield (CareFirst) and CareFirst BlueChoice, Inc. (CareFirst BlueChoice) understand that taking the first step to get healthier is one of the toughest. That's why we're providing you with tools to make it easier and fun—to get healthy.

### My Care First

Visit *My Care First*, the health and wellness section of [www.carefirst.com](http://www.carefirst.com) for information that can help you manage your health. At My Care First you will find:

- Information on over 300 health-related topics
- Personalized health calculators that determine your body mass index or target heart rate



### Vitality

Vitality, our quarterly health magazine, gives you updates on your health plan and includes health and wellness articles to help you achieve a healthier lifestyle. Each issue is filled with information such as food and nutrition, physical fitness and preventive health.

### MyHealthProfile

MyHealthProfile is a health risk assessment tool that provides you with a personalized health report. Once you are enrolled in a CareFirst or CareFirst BlueChoice health plan, you will receive a letter in the mail that gives you a temporary username and password to take MyHealthProfile online. You can log on to [www.myhealthiq.com/carefirst](http://www.myhealthiq.com/carefirst) and answer questions about your medical history, what types of preventive services you are receiving, your emotional health as well as your current lifestyle choices.

After completing MyHealthProfile, you will receive a customized health report that will alert you to possible health risks and provide you with recommendations on how to stay healthy. The report also includes a summary page that you can take to your doctor to use as a guide when talking about your health.

MyHealthProfile is available online, by phone and by mail. Taking it online provides advantages like linking you to

helpful tools such as our lifestyle management programs, keeping your personal history up-to-date and tracking your progress using your previous results.

If you have questions regarding MyHealthProfile or are having technical difficulties accessing the Web site, contact a health support representative at (866) 577-7172.

### Lifestyle Management Programs

Our lifestyle management programs provide you with online health information based on your answers from MyHealthProfile. This information is customized just for you and can help you achieve a healthier lifestyle! We have lifestyle management programs to help you:

- Manage stress
- Keep a healthy diet
- Quit smoking
- Lose weight
- Prevent depression
- Maintain an exercise routine

Once you enroll, you can:

- Read your personalized reports
- Take part in interactive exercises
- Access external resources with tracking tools, testimonials, quizzes and activities

The lifestyle management tools are available only if you complete MyHealthProfile online.

### Options Discount Program

As a CareFirst or CareFirst BlueChoice member, you are entitled to discounts on alternative therapies and health and wellness programs such as acupuncture, massage, chiropractic, yoga, pilates, tai chi, guided imagery, nutritional counseling, and fitness centers.

The program also offers discounts on health-related magazines, Weight Watchers Online®, hearing care services, mail-order contacts and laser vision correction. Because Options is not a covered benefit to your medical plan, there are no claim forms, paperwork or referrals. Simply visit [www.carefirst.com](http://www.carefirst.com) to learn more.

### Healthy Lifestyle Coaching

We also have a Healthy Lifestyle Coaching program that provides you with support if are at risk for a disease. While you may not have a disease, your MyHealthProfile report may determine that you could be at risk.



For example...

The MyHealthProfile report may identify you if you are a heavy smoker and also have asthma in your family history. If you were to acquire asthma, your condition may be severe because of smoking.

You could be invited to participate in health coaching sessions where a health coach helps you set goals to help you quit smoking—and not only that, but you can talk to your coach every step of the way until you've reached your goal(s). Call (866) 737-5569 if you have questions about the Healthy Lifestyle Coaching program.



## UTILIZATION MANAGEMENT

### Coordinating Care

When you need to be hospitalized or need therapy, your doctor will work with the Utilization Management team to ensure you receive the right care in the right place at the right time. If you are hospitalized, a Utilization Management nurse will review your information and assist with discharge planning or approve additional inpatient hospital days if necessary.

## DISEASE MANAGEMENT

CareFirst and CareFirst BlueChoice want to help you achieve the best possible state of health. We know that there are many things to remember when you are living with a chronic condition. That's why our disease management programs can help you manage your condition and help you to avoid complications. We have nurses available to provide you with information and assist you in managing:

- Asthma
- Diabetes
- Heart failure
- Chronic Obstructive Pulmonary Disease (COPD)
- Coronary Artery Disease
- Low Back Pain
- Osteoporosis
- Osteoarthritis
- Hepatitis C
- Urinary Incontinence
- Fibromyalgia
- Decubitus (pressure) ulcers
- Atrial Fibrillation
- Inflammatory Bowel
- Irritable Bowel Syndrome
- Acid-related disorders

Once you enroll, you will:

- Be able to call a toll-free number 24 hours a day, seven days a week, to speak with a registered nurse

- Receive educational materials and quarterly newsletters with information about your condition
- Receive reminders and tools to help you manage your condition

These programs are free, voluntary and confidential. Call (800) 783-4582 to find out if you are eligible or to enroll in one of the programs.

## CASE MANAGEMENT

When faced with a serious diagnosis or condition, you and your family have many tough choices and decisions to make. The Case Management program can help you navigate the complex health care system and provide support during your time of need.

Some of the conditions most frequently case managed include, serious trauma, rehabilitation, cancer and special needs:

Our case managers will:

- Work closely with you and your doctors to identify a treatment plan
- Coordinate necessary services
- Contact you regularly to see how you are doing
- Answer any of your questions
- Suggest community resources that may be available

This program is free, voluntary and confidential. To enroll or to find out more information, call (888) 264-8648.



[www.carefirst.com](http://www.carefirst.com)

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