



# Care Management

## Guiding you along your health care path

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CareFirst BlueCross BlueShield Care Management services can improve your overall health care experience with an organized, comprehensive and holistic approach to your needs. Our goal is to reduce the frustration of complex care when you are facing significant health challenges, including cancer, heart failure, diabetes and other serious health conditions, such as behavioral health or an at-risk pregnancy.

Your care manager can help coordinate any medical or behavioral health care services you need and answer questions about symptoms, your options and more.

### **A care plan designed uniquely for you**

Care Management is essential to timely coordination of quality health care services that meet your specific needs and result in the best possible outcome. Our team approach is developing and acting on an effective, efficient care plan with positive outcomes. Your care manager—working closely with you, your family and health care providers—will help identify individual goals and a treatment plan to improve your health.

### **Health education and support**

Your care manager is a key source of support during your time of need, sharing health care information and self-care tips related to your symptoms to help you manage your condition. He/she will also discuss the community resources and support groups available to you.

## Ongoing review

Your care manager is the direct link to everyone that touches your health care needs. When you enroll in Care Management, one of our care managers will contact you to review your medical history and to identify the important factors that could be affecting your health. If you have complications during your course of care, your care manager will work closely with your provider(s) to coordinate the services you need.

## For more information

To enroll in one of our Care Management programs or find out more information, call 888-264-8648. Please provide:

- name
- member ID number
- address
- daytime phone number
- doctor's name
- doctor's phone number

Once we receive this information, a care manager will contact you within 24 hours.

## Care Management program benefits

Getting you back to your optimal health is always our priority. Your care manager will work to:



Contribute to your sense of well-being and dignity



Enhance you and your family's health and quality of life



Improve the quality of your care



Reduce the effects of a serious, chronic or terminal health condition



Empower you and your family members through education about your health and care

**Your care manager is available to answer your questions  
Monday through Friday, 8 a.m. to 5 p.m. ET.**