

# Connect to Greater Benefits

CareFirst partners might contact you with beneficial services covered by your plan

CareFirst offers a wide range of programs geared toward helping you improve your health and wellness. Throughout the year, you might hear from a nurse, Care Manager or other professional, inviting you to participate.

We encourage you to respond to these communications. Taking part in one of these offerings can play a big role in supporting you through illness or keeping you healthy. Below are examples of communications you might receive.



**Health & Wellness**



**Complex Care Coordination**



**Pharmacy**



**Hospital Transition**

| SERVICE                                                                                                                      | WHY IT'S IMPORTANT                                                                                          | WHO IS REACHING OUT                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
|  In-Home Assessment of your health status | The evaluation will be shared with your primary care physician to plan preventive care throughout the year. | Clinical team member may call you to schedule an appointment.                                          |
|  CAHPS Survey                             | Collects member feedback on their plan, providers and care experiences. Used to improve member experience.  | Centers for Medicare & Medicaid Services, follow up from CareFirst survey vendor (mail and phone call) |
|  Primary Care Physician Enrollment        | Ensures members have a primary care physician to help them navigate their healthcare needs.                 | Care Management Coordinator or a Registered Nurse (phone call)                                         |
|  Member Experience Calls                  | Ensures member satisfaction with their healthcare plans and areas for improvement.                          | Customer Service Associate or Quality Specialist (phone call)                                          |

*Communications you might receive continued:*

| SERVICE                                                                                                                                                 | WHY IT'S IMPORTANT                                                                                           | WHO IS REACHING OUT                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
|  Assistance with chronic conditions, such as COPD, asthma and diabetes | Nurse Care Managers will help you understand your doctor's recommendations, medications and treatments.      | Nurse Care Manager (phone call)                              |
|  Diabetes Management and Virtual Diabetes programs                     | These programs provide eligible members with tools, such as free test strips, to help between doctor visits. | Onduo (phone call)                                           |
|  Chronic Conditions Health Management                                  | Provides essential education and guidance to help members understand and manage chronic conditions.          | Registered Nurse (phone call)                                |
|  Medication Therapy Management                                       | Helps improve medication management and use for eligible members.                                            | Pharmacist from your primary pharmacy (phone call or letter) |
|  Medication Safety and Monitoring                                    | Clinical program helps members understand and manage health needs related to pain medications.               | Pharmacist or Care Manager (phone call or letter)            |
|  Pharmacy Advice                                                     | Provides expert guidance on managing and adhering to medications for specific conditions.                    | Pharmacy Specialist (letter or phone call)                   |
|  Post-Discharge Medication Reconciliation                            | Reviews medications after a hospital stay to ensure accuracy, answer questions and address concerns.         | Pharmacist or Registered Nurse (phone call)                  |

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