

# YOUR CARE

and a helping hand



We understand that each person has unique health care needs and navigating the health care system is not always easy. So we've set up specialized care teams and personalized services to make it easier to manage your health and maximize your health plan benefits. These services are available to you at no extra cost to help you in your pursuit of health.



## Benefit and care consultations

Planning ahead can make important decisions easier, especially when you're dealing with a new diagnosis or managing a serious health condition. Our **Care Consultant Team** will explain how your benefits work, identify helpful services, find specialists, compare health care options, and explore ways you can save money. Call a Care Consultant at **888-476-2227**.



## Nurses on call 24/7

When you need answers right away, call a health coach 24/7. Whether you or your family members have health concerns or general health questions, the nurseline is available at no cost. Simply call **877-789-2583**.



## Know before you go

At home or from your mobile phone, log in to your member account at [floridablue.com](https://floridablue.com). Compare the cost of medical services and prescription drugs. View patient reviews and quality measures for hospitals. The more you know, the more confident you'll be.

# A PRENATAL PROGRAM FOR MOMS-TO-BE

Available to all moms-to-be, **Healthy Addition® Prenatal Program** is a prenatal education program that is particularly important if you have a high-risk pregnancy. You can talk with nurses who will walk you through steps for a healthy pregnancy, birth, and baby. Enjoy free educational materials and complimentary gifts. To join, call **800-955-7635**, option 6.



## Focus on Your Health Condition

Manage chronic and long-term health conditions with the help of specialized care teams. It's one more way you can stay ahead of your condition and help prevent other medical complications. Call **888-476-2227** to let us know how we can help you with your unique health care needs, including programs for diabetes, asthma, chronic obstructive pulmonary disease (COPD), coronary artery disease (CAD), heart failure, depression, and behavioral health.



## Care Coordination

When you need hospital care or have complex health care needs, our Care Coordinators are there to assist you and your family. From handling benefits and approvals, to scheduling follow-up care and connecting you with health programs and resources, you'll have extra help so you can focus on getting well and staying well. Call us at **888-476-2227**.

If eligible, you may also have access to physician home care if you are confined to your home. Home services can include receiving palliative or pain management care to help relieve the pain, symptoms and other stressors of a serious illness or hospice care management for individuals and families dealing with a terminal illness.

**Florida Blue**

In the pursuit of health®

**Note:** The availability of care programs and services vary by plan. Please refer to your benefit materials for details.

Health insurance is offered by Florida Blue. HMO coverage is offered by Florida Blue HMO, an affiliate of Florida Blue. These companies are Independent Licensees of the Blue Cross and Blue Shield Association.

Florida Blue and Florida Blue HMO do not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation, or health status in the administration of the plan(s), including enrollment and benefit determinations.

As a courtesy, Florida Blue has an arrangement with Health Dialog, an independent company, to provide this service. Florida Blue has not certified or credentialed, and cannot guarantee or be held responsible for, the quality of these services. All medical decisions should be made with your doctor or other health care provider.