

## Advance Care Planning Program Expands to Include Integrated Care Delivery for Patients with Serious Illnesses

Our Advance Care Planning program for commercial members with serious illnesses has expanded to include integrated care delivery as well as support for caregivers and families.

Integrating care delivery ensures our members' wishes and preferences identified in the [Living Well program](#) introduced in 2020 are communicated and acted upon. This allows them to access the right care at the right time for their clinical, psychosocial and community needs. If your patient is not a *Living Well* participant, this portion of the program may be completed by one of our four regional care providers.

### Here Is What You Need to Know

The program's goal is to address effective symptom management and improve the member's quality of life. It is available to your patients who have an advanced illness who would like palliative care treatment. Patients who continue to experience clinical decline will be assisted with a referral to hospice services if they desire.

The care delivery component of our Advance Care Planning program provides our members with integrated care services through an interdisciplinary team that addresses:

- Access to palliative care services during active and potentially curative treatment as needed
- Assessment and treatment of mental health needs of members and their caregivers
- Incorporation of spiritual components if the member desires
- Assessing needs and providing care plan interventions related to social determinants of health
- Comprehensive support for members and family members/caregivers

### Four Care Providers Selected to Deliver Services

Florida Blue is working with four care providers throughout the state to provide care delivery services:

- Covenant Care
- PopHealthCare
- Keralty Hospital
- CareCentrix

[Click here](#) to see a map of the counties that will be supported by each care provider.

A palliative care physician from one of these organizations may contact you on our behalf to collaborate with you in the management of your patient's care. Any changes in the patient's plan of care will be communicated back to you.

We are reaching out to members who have been identified as being eligible for this program with more information. The program is available to our commercial members based on their health plan benefits.

We have included answers to frequently asked questions. If you have additional questions, please contact our Care Management Department at [carememberoutreach@floridablue.com](mailto:carememberoutreach@floridablue.com) or call us at 844-730-2583 (844-730-BLUE).

## Questions and Answers

### Advance Care Planning Program

#### How do my Florida Blue patients enroll?

Your Florida Blue patients identified as eligible for this program will receive a phone call or letter from Vital Decisions on our behalf inviting them to participate in Advance Care Planning. In addition, a Florida Blue care manager or care provider may also reach out to them with program details. This is a voluntary program and your patients may choose to not participate.

#### How do I refer my patient to the program?

You can refer your Florida Blue commercial patients by faxing or emailing the [Clinical Care Programs Referral Form](#). This form can be found at [floridablue.com/providers](http://floridablue.com/providers). Select **Forms**, then **Clinical Care Programs Referral Form**.

#### As a provider, do I need to register to participate?

No, participating providers do not need to register to participate.

#### What action is required by me?

There is nothing you need to do for your patient to participate in this program.

#### Will I be notified if one of my patients is participating in the program?

That is up to the patient. We will notify you if your patient would like you to be notified.

#### How will this program impact my relationship with my patient?

This program should not impact your relationship with your patient. Participation in the Advance Care Planning program enables your patient to hear and act upon the medical options and care being offered. The family may be more aligned to the patient's preferences, resulting in less potential conflict throughout the illness experience.

#### Are all my Florida Blue patients eligible for this program?

Currently, the program is available to your commercial patients. This includes members of fully insured group health plans as well as individuals under age 65 who purchase their own health insurance. It is not available to your Florida Blue Medicare patients or patients who have insurance through the Federal Employee Program® or self-funded plans.

#### Who do I contact for additional information?

You can contact a member of the Care Management team for more information.

#### Florida Blue Care Management

Dedicated Phone: 844-730-2583 (844-730-BLUE)

Dedicated Fax: 904-997-5188

Dedicated Email: [carememberoutreach@floridablue.com](mailto:carememberoutreach@floridablue.com)