

Florida Blue Medicare Complex Care Program

Extra support to navigate your care

What is the Complex Care Program?

Our Complex Care Program is a self-management support program for Florida Blue Medicare members with ongoing health issues. It uses intensive coaching to help members achieve a higher level of wellness and independence. Our goal is to help you manage your conditions and improve your overall health.



Who is eligible?

- You have multiple chronic conditions, such as diabetes, heart disease, or lung disease.
- You have been in the hospital or had a serious health issue recently.
- You need help managing your conditions and staying healthy.

What to expect?

A nurse will call you to discuss your eligibility and answer any questions you may have.

- You'll receive a comprehensive assessment to identify your needs and develop a plan.
- Your nurse will check in with you regularly to see how you're doing.

What services do we offer?

- **A comprehensive assessment** to understand your health needs
- **A personalized care plan**
- **Regular check-ins with a nurse** to monitor your progress
- **Help with transportation, financial, or other social needs**
- **Support to help you make healthy lifestyle changes**

(continued)

We're here for you.

The Complex Care team is here to help you achieve your health goals and live a healthier life by:

- ✓ Providing additional information
- ✓ Assisting in opting out of the program at any time

Contact us today to see how we can help support your health goals.



We're available Monday – Friday, 8am – 5pm ET, by phone at **1-800-955-5692** (TTY: 1-800-955-8770).
Select **Option 2** for Care Management.



Or email us at **Medicare_CaseManagement_VM@bcbsfl.com**.
Please have your member ID card ready.



MEDICARE

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