

# Florida Blue Medicare Community Health Program

## Support to feel your best.

### What is the Community Health Program?

Our Community Health Program is designed to help Florida Blue Medicare members get the care and support they need to stay healthy. Our team of Community Health Workers (CHWs) work in collaboration with our clinicians to connect you with local resources, address social and emotional challenges, and help you manage your health through outreach, education, and advocacy.

### Who is eligible for the Community Health Program?

If you're a member of our health plan, you may be eligible for the Community Health program. Our team will reach out to you to see if you're a good fit for the program.

### What services does the Community Health Program offer?

Our program offers a range of services to support you in managing your chronic condition, including:

- **Help finding local resources** to address social and emotional challenges
- **Support with scheduling appointments and managing your health**
- **Help navigating the health care system** and accessing routine screenings
- **Case management to connect you with resources** for ongoing care
- **Collaboration with your health care providers** to ensure seamless care transitions
- **Community outreach and engagement activities** to increase awareness of health-related issues and promote healthy behaviors



*(continued)*

## What to expect: Getting started.

If you're eligible for the program, our team will reach out to you to introduce themselves and explain the program in more detail. They'll work with you to identify your needs and develop a personalized care plan.

## We're here for you.

The Community Health 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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