

## Update: Advance Care Planning Program

Our **Advance Care Planning Program** focuses on caring for your Florida Blue patients who have serious illnesses and may need support with advance planning and palliative care. There are two parts to the program: Living Well and Palliative Care Delivery and it is available to our eligible commercial health plan members\* based on their plan benefits. It consists of integrated care delivery as well as support for caregivers and families.

### Program Components

**Living Well Program:** This component of the Advance Care Planning Program ensures your Florida Blue patients' wishes and preferences are identified, communicated, and implemented. This allows your patients to access the right care at the correct time for their physical, emotional, and psychosocial needs. If your patient is not a Living Well participant, one of our regional care providers listed below can assist your patient with documenting their advance directives. More information about Living Well can be found [here](#).

**Palliative Care Delivery:** This component of the Advance Care Planning Program aims to effectively address symptoms (symptom management) and improve your patient's quality of life. It is available to your patients who have an advanced illness, would like palliative care treatment, and are enrolled in a Florida Blue commercial health care plan. Patients who continue to experience clinical decline will be provided with a referral to hospice services if appropriate and if they desire.

Palliative Care Delivery provides our members with 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, family members, and caregivers

### Care Providers Delivering Services

Florida Blue works with the care providers below to deliver care services:

- [CareCentrix](#)
- [Keralty](#)
- [Sanitas](#)

A palliative care physician from one of these organizations may contact you on our behalf to collaborate in the management of your patient's care. Any changes in the patient's plan of care will be communicated to you. We are reaching out to eligible members with more information.

**Frequently Asked Questions** are included below.

### Advance Care Planning Questions? Contact Care Management

Tel: 1-844-730-BLUE (2583)

Fax: 1-904-997-5188

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

More information on our Advance Care Planning Program is at [floridablue.com/providers/tools-resources/programs](https://floridablue.com/providers/tools-resources/programs).

\* Living Well is included as part of our Advance Care Planning Program, which is offered to commercial members. Living Well is also accessible as a standalone program to both commercial and Medicare members.

Florida Blue and Florida Blue Medicare are independent licensees of the Blue Cross and Blue Shield Association.

# Advance Care Planning Program

## Frequently Asked Questions

**1) As my patient's provider, do I need to register to participate?**

No, a patient's provider does not need to register to participate in our Advance Care Planning Program.

**2) How will I know when one of my patients is in the program?**

An Advance Care Planning Program provider will contact you to discuss your patient's plan and keep you apprised of each appointment. Our program is designed to provide Living Well and Palliative Care Delivery services in combination with the curative treatment your patient receives.

**3) How will this program impact my relationship with my patient?**

This program should not affect your relationship with your patient. Ideally, your patients' participation in the program would complement your relationship with them.

**4) What Florida Blue patients are eligible for this program?**

Both the Living Well and Palliative Care Delivery components of the Advance Care Planning Program are available to your eligible Florida Blue patients enrolled in a commercial health care plan. This includes members of fully insured group health plans as well as individuals under age 65 who buy their own health insurance. The Living Well portion is also available to eligible Florida Blue Medicare patients. The Advance Care Planning Program is not available to patients with insurance through the Federal Employee Program<sup>®</sup> or those in self-funded plans.

**5) Who do I contact at Florida Blue for more information?**

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

**Florida Blue Care Management**

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