

# Honoring your wishes

## Advance Care Planning

Advance Care Planning is an important step in ensuring that Florida Blue Medicare members' health care wishes are respected and your loved ones are prepared to make decisions on your behalf if you become unable to communicate.

### What is Advance Care Planning?

Advance Care Planning, also referred to as Advance Directives, is the process of making decisions about the medical care you would want to receive if you become unable to communicate or make decisions for yourself. It involves creating a set of instructions, often in the form of written documents, that outline your wishes for end-of-life care, medical treatment, and other health care decisions. It is part of a bigger program that includes different types of care management, such as case management, health management, and behavioral health.

Advance Directives are legal documents that can include:

- A living will, which specifies the types of medical treatment you want or don't want
- A durable power of attorney, which appoints someone to make medical decisions on your behalf
- Other documents that outline your wishes for end-of-life care, organ donation, or other medical treatments

### Why is Advance Care Planning important?

This program is important because it allows you to:

- Make informed decisions about your care
- Ensure that your wishes are respected
- Reduce stress and uncertainty for your loved ones
- Improve your quality of life



(continued)

## What services does the program offer?

The program offers many services to support Advance Care Planning, including:

- **Education** about care planning and coordination
- **Support** from a dedicated Care Manager
- **Connection** to community resources and services
- **Support** for managing chronic conditions
- **Mental health support**

## What to expect.

A care manager will work with you to:

- **Discuss your values, goals, and preferences**
- **Explore your Advance Directive options** (e.g., living will, durable power of attorney)
- **Provide ongoing support and guidance**
- **Connect you with local community resources**

## We're here for you.

The licensed Clinical Social Worker team is here to help you achieve your health goals and live a healthier life:

- ✓ 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.

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