
Care Managers Help Patients Navigate Difficult Times

It can be difficult managing the complete care of a patient — especially when that care is not necessarily something you can provide. Many of your patients who have been diagnosed with COVID-19 suffer from the loneliness and isolation that comes with being hospitalized and away from friends and family.

That is where Florida Blue's care teams can really make a difference. Our care managers, which range from social workers and registered nurses (RNs) to dietitians and pharmacists, are here whether your patients need help understanding their medications or just someone to talk to.

Florida Blue's Care Managers in Action

A recent example of one of our care managers in action details Sharon's* experience with being hospitalized with COVID-19. Because of the restrictions in place during her hospitalization, Sharon wasn't allowed visitors. She was also worried what her six-day stay would mean financially.

Sharon was feeling overwhelmed and knew she would need to call Florida Blue soon to discuss her options.

Sharon's RN care manager was one step ahead and made that initial phone call before Sharon was even discharged, putting her at ease by:

- Answering her questions related to COVID-19 and the dangers of the virus.
- Explaining her benefits and coverage, which included \$0 cost share for her COVID-19-related hospital admission.
- Providing companionship that Sharon was lacking due to isolation and social distancing related to the pandemic.
- Following up with Sharon after her discharge and making sure she had follow-up appointments scheduled and understood her medication.
- Ensuring Sharon had all the information and resources she needed.

Sharon has since recovered from COVID-19, but still feels grateful for her RN care manager for providing her with much-needed support during her illness.

If you have Florida Blue patients who could benefit from care management assistance at no additional cost to them, let us know by completing this Clinical Care Programs referral [form](#) or call us at 844-730-2583 (844-730-BLUE). This may include traditional support for chronic and complex conditions, as well as the assistance your patients may need for COVID-19 recovery, as shown in the example above.

*Details have been changed to protect the member's identity.
Florida Blue is an Independent Licensee of the Blue Cross and Blue Shield Association.