



CARE COORDINATION AND WELLNESS PROGRAMS

for Standard and Basic Option Service Benefit Plan members



Blue Cross Blue Shield care coordination programs help members get the right care at the right time in the right place.

These programs are voluntary and confidential, and there are no additional out-of-pocket costs for participating. Health professionals, including registered nurses, pharmacists, physicians, behavioral health specialists and others work together with members and their health care providers. They spend time getting to know members' health concerns and coordinating the care needed to achieve the best health and wellness.

Learn more about each of our care coordination programs below. You can contact the specific program directly using the toll-free numbers listed or call a Federal Employee Program Customer Service representative at 1-800-482-3600.

Also, be sure to visit www.fepblue.org for other health and wellness tools and resources, powered by WebMD®, such as the Blue Health Assessment, Personal Health Record and Online Health Coach. This website can also help you access resources such as our 24/7 Nurse Line, Case Management and Disease Management programs.

When you complete certain programs, such as the Blue Health Assessment and Online Health Coach, you may be eligible to earn wellness incentives.

Case management provides a customized program to members who have complex medical or behavioral health conditions.

Medical Case Management 1-800-325-6278

This program links members with a registered nurse case manager who coordinates care and provides information to help members understand their diagnosis and treatment.

It ensures that members are safely discharged from the hospital to home through the Care Transition to Home Program.

Conditions we can help with include, but are not limited to: cancer, hypertension and cardiovascular disease, hospice admissions, orthopedic conditions and related surgeries and certain organ transplants.

Behavioral Health Case Management 1-800-342-5891

This program guides members who have mental health conditions or substance abuse dependencies to get the right care for their individual needs. Conditions we can help with include, but are not limited to, depression, bipolar disorder, schizophrenia and alcohol and eating disorders.

Before members are discharged from an inpatient admission, we help schedule an appointment with a Preferred behavioral health professional, reducing the chance of being re-hospitalized.



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Chronic Condition Management, a voluntary educational program, helps members understand and manage their health conditions and treatments.

Chronic Condition Management 1-800-588-9116

This program links members who have asthma, coronary artery disease, chronic obstructive pulmonary disease, diabetes or congestive heart failure with a registered nurse case manager to help members manage their condition and treatment.

Rare Disease Management 1-866-648-4222

This program helps members meet the unique challenges of managing a rare chronic condition such as lupus, Crohn's disease, cystic fibrosis, Parkinson's, hemophilia, multiple sclerosis, ulcerative colitis, sickle cell anemia and others.

Pharmacy benefit management programs and incentives help members better understand their medications.

Patient-Centered Care 1-866-465-2505

This is a medication therapy management program where a clinical pharmacist works with individual members to help them understand their drug therapy and reduce unwanted side effects of serious drug-related problems.

Patient Safety and Quality Monitoring 1-800-624-5060

The PSQM program promotes safe and appropriate use of medications and monitors health care quality through prior-approval requirements, drug safety checks and quantity allowances based on clinical guidelines.

Specialty Pharmacy Program 1-888-346-3731

This prescription drug program provides members with the personalized care, education and support needed to receive the full benefit of their specialty medication treatment used to treat complex medical conditions. Medicines handled by a specialty pharmacy include, but are not limited to, certain injectable, infused or inhaled prescription drugs. These often require a high level of support such as disease specific counseling and specific instructions on shipment and storage.

Additional resources and incentives

Diabetes Management Incentive Program 1-800-482-3600

Members who complete the Blue Health Assessment and identify themselves as a diabetic may be eligible for the Diabetes Management Incentive Program. Members in this program can earn rewards toward a health account.

Hypertension Management Program 1-800-482-3600

Members who complete the Blue Health Assessment and identify themselves as having hypertension (high blood pressure) receive a free blood pressure monitor every two years and may earn rewards toward a health account to be used for most qualified expenses. The program is designed to encourage members to make healthier choices aimed at lowering their risk for serious conditions, such as heart attack, stroke, heart failure and kidney disease.

Diabetic Meter Program 1-855-582-2024

If you have diabetes, you can receive one glucose meter kit per calendar year at no cost to you. Call the Diabetic Meter Program phone number weekdays from 9 a.m. to 7 p.m. Eastern time to order your meter or learn more about the program.

Pregnancy Care Incentive Program 1-800-482-3600

The Pregnancy Care Incentive Program encourages early and ongoing prenatal care. Pregnant members can earn rewards toward a health account to be used for most qualified expenses. Detailed information on the program is available at www.fepblue.org/maternity. All requirements of the program must be completed during the benefit year.

Telehealth fepblue.org/telehealth or 1-855-636-1579

Telehealth allows you to talk to an experienced doctor by phone or video anytime, anywhere. You can contact a doctor online at fepblue.org/telehealth and click Register to get started, or call 1-855-636-1579 (TTY: 855-636-1758) or download the Teladoc® app through the App Store or Google Play.

For more information about these programs, go to www.fepblue.org.

24/7 Nurse Line
1-888-258-3432

Health Tools
www.fepblue.org/myblue

Customer Service
1-800-482-3600