



## Blue Cross and Blue Shield care management programs help members get the right care at the right time in the right place.

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

Below is more information on each of the care management programs. Members can contact the specific program directly using the toll-free numbers listed or call a Blue Cross and Blue Shield Service Benefit Plan Customer Service representative at **1-800-482-3600**.

Visit [www.fepblue.org](http://www.fepblue.org) for more health and wellness tools and resources, such as the Blue Health Assessment and the Personal Health Record. You can also access resources such as our 24/7 Nurse Line, telehealth and other care management programs. When members complete certain programs, such as the Routine Annual Physical Incentive Program or Blue Health Assessment, they may be eligible to earn wellness incentives.

Care Management provides customized programs to members who have complex medical or behavioral health conditions.

### **Blue Cross Coordinated Care<sup>SM</sup>** **1-800-775-BLUE (2583)**

This voluntary program surrounds the member with a team that connects them to the right care for a complex or chronic condition. The program assigns a registered nurse to work directly with the member and member's family to coordinate the best care to meet their specific needs. The program can help:

- Better understand the member's condition, medications and treatment
- Identify health risks and steps to improve the member's health
- Connect the member with support and services in their local community

The nurse works with doctors, pharmacists, social workers, dietitians and specialists, as needed, to meet the member's specific health needs. These care teams have developed close relationships with doctor's offices, care facilities and community resources. They know who to call and where to send members for support. The nurse will check in regularly to help the member coordinate their care and answer their health care questions.

### **Behavioral Health Case Management** **1-800-342-5891**

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

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

### **Rare Disease Management** **1-866-648-4222**

This program is a voluntary educational program that helps members understand and manage their rare health condition and treatments. 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 help members better understand their medications.

### **Patient-Centered Care (P-Care) Program** **1-866-465-2505**

The Patient-Centered Care program is a complimentary medication-therapy management program. You work directly with a clinical pharmacist over the phone to get help managing medication therapy and lifestyle choices.

### **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 to encourage members to make healthier choices.

### **Diabetes Management Program by Livongo®** **1-800-593-8490**

We have a program offered by Livongo to help you manage your condition. Get an advanced blood glucose meter, unlimited strips and lancets, and personalized coaching at no cost to you. The Livongo program is offered to Basic and Standard Option members.

### **Hypertension Management Program** 1-800-482-3600

Members who have high blood pressure may receive a free blood pressure monitor every two years. The program is designed to support members in lowering their risk for serious conditions, such as heart attack, stroke, heart failure and kidney disease. The Hypertension Management Program is available to contract holders and spouses, age 18 and older.

### **Diabetic Meter Program** 1-855-582-2024

Members who have diabetes can receive one glucose meter kit per calendar year at no cost. Members can call the Diabetic Meter Program phone number weekdays from 9 a.m. to 7 p.m. Eastern time to order a meter or learn more about the program. The Diabetic Meter Program is available to all Service Benefit Plan members.

### **Routine Annual Physical Incentive** 1-800-482-3600

Members who complete a routine annual physical from a Preferred provider may be eligible for this incentive from the Service Benefit Plan "shopping mall." The Routine Annual Physical Incentive is available to the contract holder or spouse 18 or older enrolled in the FEP Blue Focus plan. Location restrictions apply. We encourage you to consider possible tax implications of your rewards as part of this program, and consult your tax, legal or accounting advisors for additional information.

### **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](http://www.fepblue.org/maternity). All requirements of the program must be completed during the benefit year. The Pregnancy Care Incentive Program is available to Basic and Standard Option members.

### **Blue Health Assessment** 1-800-482-3600

The Blue Health Assessment is an online health evaluation program that allows members to select personalized health goals and get a personalized health plan. Members who complete the BHA can earn rewards toward a health account. The BHA incentive is available to the contract holder and spouse, age 18 or older enrolled in the Basic and Standard Option.

### **Telehealth [fepblue.org/telehealth](http://fepblue.org/telehealth) or 1-855-636-1579**

Telehealth allows members to talk to an experienced doctor by phone or video anytime, anywhere. They can contact a doctor online at [fepblue.org/telehealth](http://fepblue.org/telehealth) and click *Register* to get started, call **1-855-636-1579 (TTY: 855-636-1758)** or download the Teladoc Health® app available in both the Apple and Google app stores. Telehealth services are available to all Service Benefit Plan members.

### **Tobacco Cessation Program** 1-800-482-3600

The Tobacco Cessation Program helps members through the steps to quit smoking, vaping or using tobacco. To qualify, you must create a Tobacco Cessation Quit Plan using Daily Habits. The Quit Plan isn't required for those in the Medicare Prescription Drug Program. Visit [www.fepblue.org/tobacco](http://www.fepblue.org/tobacco) for more information. The Tobacco Cessation Program is available to all Service Benefit Plan members.

For more information about these programs, go to [www.fepblue.org](http://www.fepblue.org).

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

**Health Tools**  
[www.fepblue.org/myblue](http://www.fepblue.org/myblue)

**Customer Service**  
1-800-482-3600

Livongo® is an independent company that provides diabetes management services to Blue Cross and Blue Shield Service Benefit Plan members.

Teladoc Health® is an independent company that provides telehealth services to Blue Cross and Blue Shield Service Benefit Plan members.