



Health care that's focused on you.

**Better care starts here.**



Confidence comes with every card.®

Welcome to Total Care.

*Do you have heart disease, diabetes or asthma? Do you want to quit smoking? Lose weight? Relieve stress? When you work closely with your doctor to focus on your health needs and goals, he or she can form a team that includes specialists, care managers, pharmacists, dietitians and others who can help you. That's the kind of care you need.*

## **We call it Total Care.**

### **How it works**

Your Total Care doctor's office is part of a group of high quality health care practices called patient-centered medical homes or accountable care organizations. Your primary doctor's office is your home for all of your medical needs, coordinating care, test results and prescriptions among all of the doctors, specialists and hospitals you visit.

All Total Care doctors are invested in better quality care. They can deliver positive results because they follow clinically proven best practices in treating their patients.

Your doctor spends more time with you to assess your health and better manage all of your care to prevent bigger problems down the road. That means fewer emergency room visits and repeat hospital stays, for example.

Your Blue Cross plan covers personalized services you receive from your health care team in your doctor's office. That might include:

- Help from a care manager to better coordinate your health care
- Classes to help you learn how to manage your health conditions at home
- Advice from a nutritionist about how to eat healthier



## **Meet Jane**

Jane is a Blue Cross member with diabetes. She hasn't seen her doctor in a year. She lives alone and sometimes forgets to take her medicine. She isn't sure how to read her glucose meter. Her condition is likely to get worse without medical care. Jane could have more frequent trips to the hospital as her condition goes unmanaged.

But when Jane begins seeing a Total Care doctor, her story takes a turn for the better. Jane's doctor assigns her a care manager. The care manager monitors Jane's treatment and reminds her to take her prescription medicines.

One day, Jane begins to feel dizzy. She calls her care manager. The care manager tells her to adjust her insulin and sets up an appointment with her doctor for the next day. So Jane avoids a trip to the emergency room that would have been stressful and expensive. Instead, her doctor and care manager adjust her treatment and track her symptoms. Jane feels better and can continue her usual activities at work and home.

## Advantages you'll notice

Every Total Care doctor's practice is different, but all tailor their care to your health needs and goals. Here are the advantages you may see:

- Your Total Care team manages your health and coordinates your care to keep you out of the ER and hospital.
- You're at the center of your health care team, working closely with your doctors to make decisions about your care based on your health needs and goals.
- Your team focuses on care that keeps you healthy and prevents any conditions you have from becoming problems.
- Doctors, nurses and others on your team spend more time with you at each office visit.
- Your team answers your questions and coordinates care and tests you get in other places.
- It's easier to get help when you need it.
  - Many people on your care team are right in your primary doctor's office.
  - Your doctor's office may have longer hours, including nights and weekends, and on-call staff.
  - You may be able to email your doctor and use an app or secure website to see information in your electronic medical record.
- Your doctor gets the details about any hospital stays and may contact you to see how you're doing, schedule needed tests or prescribe medicine refills.
- Your doctor helps you find the right specialist for your condition when needed.
- Your care team can work with you to share important information from your medical records with any new health care providers you see, saving you time and helping you get the best care possible.
- Total Care+ doctors deliver care at 5% to 10% lower costs than other Total Care doctors, potentially lowering your out-of-pocket costs.



## Find a Total Care doctor near you:

- Go to the Blue Cross mobile app or **bcbsm.com** and log in or register for your member account.
- Choose the *Doctors & Hospitals* tab.
- Select *Find a Doctor* and click on *Find care*.
- Click on *Doctors by specialty* and search for *primary care*.
- Look for the *Total Care* logo under each doctor's information.
- Narrow the results to only Total Care by selecting *Total Care* on the left side of your screen.

