



# Care Management

*Are you ready to take the next step towards healthier living?*







Do you need someone—a registered nurse, a dietitian, a community resource specialist or a social worker—to help you lead a healthier life? With **BCBSRI's Care Management**, you can put your time and energy into feeling better and we'll help with the rest.

# How care coordination **works for you**

---

**1.**

**You talk to a nurse about your health and ask questions.** We start by listening to you and your doctor. Your Care Manager may talk with you over the telephone, at your doctor's office, or at your bedside in the hospital. We explain the program and discuss your healthcare concerns and questions. Your Care Manager may work with dietitians, social workers, and other BCBSRI healthcare professionals to help you support your health.

**2.**

**You work with the team to improve your health.** We work with you and your doctor to help you set and achieve health goals that are important to you. This may include having preventive screenings, learning more about your medications, or arranging necessary follow-up appointments.

**3.**

**You receive coaching, support, and health information.** We help you understand your health issues, your doctor's plan of care, and how to make the most of your doctor's visits. In addition, we help you understand your benefits, including suggestions on how you might be able to save money.

**4.**

**You're connected with other resources that can help.** Depending on your situation, we can help connect you with community agencies and support groups of people with similar health concerns and challenges. We can also provide additional resources to help you better understand your condition and treatment options.

**5.**

**You have someone to help you track your progress.** We talk about how you're feeling and any new concerns as well as help you stay motivated to reach your goals.

# Improve your health with coordinated care

---

By participating in this service, you'll have a BCBSRI healthcare professional, including nurses, dietitians, health advocates\*, and social workers, who will work to improve communication with you and your doctor, all of which helps you to follow your personalized plan of care and meet your goals. You will also have access to a community resource specialist, or health advocate, who helps identify resources like new providers, local services that may go beyond your benefits, and potential copayment assistance programs.

Together, we work hard to help you...



Increase understanding and **management of chronic conditions** or serious injury and illness like heart disease, diabetes, lung disease, or depression



Begin or maintain **healthy weight and eating habits**



Promote **independent living** through preventive care



**Share tips and tools on how to care for yourself** while managing a serious health condition



**Address challenges in getting care** due to cost, provider access, transportation, cultural needs, safety concerns, and social supports



Meet with **Your Blue Store team** to discuss your health goals as well as talk about your Advance Directives\* which help you and your loved ones prepare and manage unexpected healthcare needs

We work with all age groups, for those with developing as well as ongoing and serious healthcare needs. Best of all, since these services are part of your health plan, there is no additional cost to speak with your dedicated team.

*\* Health Advocates are not attorneys and have no authority to give advice on immigration or other legal matters.*

# Help is available... **Just ask!**

---

## 10 WAYS CARE MANAGEMENT HAS HELPED OTHERS

Here's a quick look at how other BCBSRI members have benefited:

1. Saved money on prescriptions and medical supplies
2. Learned how to take medications correctly
3. Reduced side effects from medication
4. Received a timely referral to a behavioral health program
5. Educated on fall prevention strategies
6. Made a safe transition from the hospital to home and decreased the likelihood of readmission
7. Received assistance in scheduling an appointment with a doctor
8. Learned what symptoms to report to the doctor
9. Started an exercise plan and received discounts on fitness memberships
10. Created and followed a healthy eating plan



# 95%

of the active participants in Care Management say they are **very satisfied** with the nurse who worked with them.



# Valuable Services

## IT'S EASY TO ACCESS CARE!

Care management is dedicated to helping you make the most of your benefits. As healthcare professionals, we are driven to improve your health, advocate for your care plan, and support you in receiving the right care, at the right time, in the right place.

### On the Phone



Once connected with a team member, you can schedule calls at your convenience to address the concerns that are most important to you. To speak with one of our nurses about this voluntary program, call **401-459-2273** or **800-637-3718, ext. 2273**.

Email: [triage\\_group@bcbsri.org](mailto:triage_group@bcbsri.org)

Hours: **Monday** through **Friday**,  
**8:00 a.m.** to **4:30 p.m.**

### In Person at Your Blue Store<sup>SM</sup>



If you prefer to speak with a team member in person, we can do that too. Our retail Your Blue Stores are located throughout Rhode Island.

**East Providence** – 71 Highland Avenue  
(Highland Commons - pictured above)

**Lincoln** – 622 George Washington Highway  
(Lincoln Mall Shopping Center)

**Warwick** – 300 Quaker Lane  
(Cowesett Corners)

Store hours: **Monday and Thursday 9:00 a.m.**  
to **7:00 p.m.**, **Tuesday, Wednesday, and Friday**,  
**9:00 a.m.** to **5:00 p.m.**

Case management is available: **Monday** through  
**Friday, 9:00 a.m.** to **5:00 p.m.**

## Only you and your doctor can choose the best treatments for your unique medical needs.

As you consider your options, we're here with the encouragement and support you need to make informed choices about your health. You pay no additional cost to access care management because it's all a part of your BCBSRI health plan.



500 Exchange Street • Providence, RI 02903-2699

Blue Cross & Blue Shield of Rhode Island is an HMO plan with a Medicare contract. Enrollment in Blue Cross & Blue Shield of Rhode Island depends on contract renewal. An independent licensee of the Blue Cross and Blue Shield Association.